SSD SUPPORT SOLUTIONS

bizhub C252 - ALL ACTIVE SOLUTIONS

March 2009

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

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Solution ID TAUS0703743EN* **Solution Usage**

Description

PROBLEM: A squeeling noise is heard when the front door is opened and closed.

Solution

CAUSE: The I/U drive unit is not mounted properly.

SOLUTION: Reseat the I/U drive unit.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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Solution ID TAUS0703359EN* **Solution Usage** 4

Description

Paper size(s) and/or paper tray(s) not recognized or recognized with the incorrect paper size indicated.

Solution

CAUSE: Paper cassette (tray) is cracked. The affected options are:

PC-101

PC-102

PC-103

PC-201

PC-202

PC-203

PF-124

PF-210

SOLUTION: Install the cassette repair countermeasure(s) as explained in the attached Parts Modification Notices and associated Applied Product Information. Also, please refer to attached Bulletin Number 5606.

Note :To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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Solution ID TAUS0700907EN* **Solution Usage** 9

Description

How to scan to E-mail using an Emperon controller.

Solution

See the attached documents, whichhave step-by-step Scan to E-mail setup instructions for the Emperon standard controllers. Theseare training documents andare structured using classroom examples. Be sure to replace site-specific parameters (TCP/IP addresses, E-mail addresses, etc., with those specific to the installation.

Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0647541EN* **Solution Usage** 6

Description

FK-502, C-B003 after installing the fax kit.

Solution

PROBABLE CAUSES:
1. The fax board is installed in the incorrect slot.
Install the fax board in the rearmost slot.

2. The Fax (Sub) was set to Set at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:
a. Access the Service Mode.
b. Select the Option Board Status.
c. Select Unset of Fax (Sub).
d. Select End and Exit to return to copy screen.

3.The FK-502 board is not seated properly.
Remove and reseat the fax board.

SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID TAUS0702294EN* **Solution Usage** 4

Description

How to configure LDAP access on a Lotus® Notes R5 or R6 server.

Performing a LDAP Search using an Anonymous Connection via Lotus Notes.

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :
1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.
7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.

Notes :

a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf)not listed in the previous release:

b.The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.

c. Please refer to the attached document for more detail.

d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .

e. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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Solution ID TAUS0800406EN* **Solution Usage** 3

Description

FK-502, T81 message is displayed when attempting to fax out without the OFF HOOK option selected. If, OFF HOOK is selected the fax is sent successfully.

Solution

CAUSE: Dial Tone Detection is set to ON.

SOLUTION: To set Dial Tone Detection to OFF, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [NetWork] on the touchscreen.
6. Touch [NetWork Setting 2] on the touchscreen. The Dial Tone Detection setting selection option will be displayed at the top of the touchscreen.
7. Touch [OFF] on the touchscreen.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Power the copier OFF/ON to lock the setting into the fax unit.

SPECIAL NOTE : Solution contribution by Ted Young, Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703698EN* **Solution Usage** 2

Description

FK-502, unable to transmit or receive and an error R09 is indicated.

Solution

CAUSE: The hard drive is not installed.

SOLUTION: Re-install the hard drive by performing the following:
1. Enter the Tech Rep mode.
2. Press System 2.
3. Press HDD.
4. Press Installed.
5. Power machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio/Chuck Tripp/Ian Lynch, Production Print/SSD

Solution ID TAUS0801356EN* **Solution Usage** 2

Description

Cannot print to the MFP after the TCP/IP address has been entered and theMFP was rebooted.

Solution

CAUSE: Incorrect configuration.

SOLUTION: In the Admin mode under the TCP\IP settings, set theMFP to DHCP and reboot it. This will allow theMFP to browse the network. Once the DHCP field is populated, enter theMFP original static TCP/IP address under the TCP\IP settings and reboot theit again.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0653781EN* **Solution Usage** 1

Description

FK-502, unable to TX from operation panel or with RightFax®. The fax screen can not be accessed on the operation panel.

Solution

CAUSE: Fax TX Restrict is ON.

SOLUTION: Set Fax TX Restrict OFF. To set Fax TX Restrict OFF, perform the following:
1. Enter the Administrator mode.
2. Select Security Setting.
3. Select Security Details.
4. Select the down arrow.
5. Select Restrict Fax TX.

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6. Select OFF.
7. Select Close 4 times to exit the Administrator mode.
SPECIAL NOTE : Solution provided by Shane Dempsey, U.S. Imaging Solutions, LLC. and Ian Lynch, Production Print/SSD

Solution ID TAUS0702135EN* **Solution Usage** 1

Description

T81 when attempting to transmit a fax TX using one-touch dialing.

Solution

CAUSE: Dial tone not detected.Fax TX off hook is OK. Fax RX is OK.

SOLUTION: When setting up one-touch dialing, insert at least one extra pause to allow time for the PBX dialtone to be detected.Also make sure to disable Dial Tone Detection ; go to:
1. Service Mode.
2. Fax.
3. Network.
4.Network Setting2.
5, Dial Tone Detection and set it to OFF.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0800213EN* **Solution Usage** 1

Description

When a fax is received, the header name is misspelled. When the header datais checked in Admin mode, it is correct.

Solution

CAUSE:Incorrect settings.

SOLUTION: Set each mode, Copy, Scan, and Fax, to factory default and reboot the MFP. When theMFP comes to Ready, input the correct fax header data. To set the mode to factory default, follow the procedure below:
1. Select either the Copy, Scan, or Fax button.
2. Press the Utility button.
3. Press User Setting.
4. Press Initial Setting and select Factory Default.
5. Press OK.
6. Press Close (x2) to exit the mode.
Note : If the header problem persists, perform a Data Clear and re-enter information.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808082EN* **Solution Usage** 1

Description

Network tab disappears.

Solution

CAUSE: Even though the configuration page shows an IP address, the MFP needs to reassign the IP address.

SOLUTION: ARP and Ping will assign the IP address on network card remotely.
1. Check the MAC address on the MFP. Be sure the network cable is plugged into the MFP and the network.
2. Open a Command prompt on a networked PC.
3. Type ‘arp -a’ (without the quotation marks). Confirm that the MAC address of MFP is not listed.
4. Type ‘arp -s IP_address_of_MFP Mac_Address_of_MFP’
Example: ‘arp –s 11.11.51.5 00-20-6B-5C-A9-12’
5. Type ‘arp –a’ and cconfirm that the MAC address of MFP is listed.
6. Type ‘ping IP_address_of_MFP –t’. There should be a series of responses showing communication with the MFP.
Example: ‘ping 11.11.51.5 -t’
7. Quit the ping by pressing Ctrl+C.
Note: Print the attached document for reference.
SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

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Solution ID TAUS0656615EN* **Solution Usage** 0

Description
FK-502, unable to fax to international destinations.

Solution
CAUSE: Country code (011) was not dialed.

SOLUTION: Ensure to dial Country Code (011) before all international faxes.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0900085EN* **Solution Usage** 0

Description
Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution
CAUSE:The Microsoft® Exchange Server is not set up correctly.

SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701945EN* **Solution Usage**

Description
Scan to E-mail is not working; Start Button is amber (orange). No Errors. Document Feeder will not feed the originals.

Solution
CAUSE: The machine has not been properly set up.

SOLUTION: Perform the following:
1. Press Utility/ Counter.
2. Administrator Settings [12345678].
3. Select Administrator Registration.
4. Under Administrator Name, enter a Name (Administrator Name or Copier Name).
5. E-mail address. Enter Administrator E-mail or Copier E-mail.
6. Press OK.
7. Select Input Machine Address.
8. Under Device Name, enter the given name for the copier.
9. E-mail Address. Enter the E-mail address of the copier.
10. Press OK.
11. Exitby pressing Close three (3) times.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0808220EN* **Solution Usage**

Description
Intermittently, the back light of the control panel will go out and no operation can be made from the control panel.

Solution
CAUSE: Firmware update required.

SOLUTION: Load the special firmware version according to the below table. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Model

Firmware Version

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bizhub C250/C250P/C450/C450P

GW4-K0

bizhub C252/C252P/C351

GW4-K1

bizhub C300

GWB-K1

bizhub C352/C352P

GWB-K0
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0808452EN* **Solution Usage**

Description
FK-502, when receiving a fax it is printed two times.

Solution
CAUSE:Corrupt fax memory.

SOLUTION:Perform the following fax initialization procedure:
1. Enter Tech Rep mode.
2. Select FAX.
3. Select INITIALIZATION.
4. Press Fax Function Parameter and Communication Journal Data and press the YES twice.
5. Power machine OFF/ON using the main power switch.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0808612EN* **Solution Usage**

Description

Cannot perform single or multiple character searches in Microsoft® Windows 2003 Active Directory domain.

Solution
CAUSE: These engine series ‘Use Referral’ function are not compatible with LDAP \Domain Controller at Domain Functional level of Microsoft® Windows 2003.

SOLUTION: Refer attached document to disable 'Use Referral' function. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0900132EN* **Solution Usage**

Description
Unable to fax forward.

Solution
CAUSE: The [FORWARD TX SETTING] button is missing.

SOLUTION: Initialize the fax unit. To initialize the fax unit perform the following:
1. Enter Service mode.
2. Select [FAX].
3. Select [INITIALIZATION].
4. Select [FUNCTION PARAMETER].
5. Select [YES].
6. Exit Service mode when complete.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

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Solution ID TAUS0701976EN* **Solution Usage**

Description
Streaks of one color from lead-to-trail.

Solution
CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/coupling fits into the back of the machine.

IU Color

bizhub C250/C250P/C252/C252P IU

bizhub C300/C352/C352P IU

Black (K)

4062201

4062221

Yellow (Y)

4062301

4062321

Magenta (M)

4062401

4062421

Cyan (C)

4062501

4062521
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0701999EN* **Solution Usage**

Description
Faint 1 millimeter black line on the lower right trailing edge of the copy when using reduction.

Solution
CAUSE: Incorrect Image Position Lead Edge value.

SOLUTION: Increase Image Position Lead Edge:
1.Enter Service Mode.
2.Select Machine.
3.Select Scanner Area. Increase the value one step at a time and recheck in reduction mode until the line is gone.
Note :The Application Erase Right Edge can also be used from theMFP main copy screenin conjunction with the reduction to take care of the problem, but this would be temporary.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0801615EN* **Solution Usage**

Description

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There are digital lines on the output when printing. The issue appearsin the main scan direction.

Solution

CAUSE: The Video PWB in the controller has failed.Please see the attached sample output. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SOLUTION:Replace the Video PWB (p/n 4060-1002-01) to resolve the copy quality issue (digital noise problem).
Note : Thepart comes with 2 cables - 1 USB fits the controller the other cable has a black connector and does not fit the controller. Use the old gray cable from the original PWB. The black cable is not used in the installation.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0900584EN* **Solution Usage**

Description

Poor copy quaility; smudging.

Solution

CAUSE:Failed PWB.

SOLUTION: Replace the PWB-C board (for bizhub C250/C250P - p/n 4038 0113 03 and the bizhub C252/C252P - p/n 4038 0113 05).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0654574EN* **Solution Usage** 8

Description

Gray box(es) printed after installation.

One large gray box in the middle of all prints.

Many ¼-inch boxes throughout all pages.

Solution

CAUSE: Installation procedures were not completed properly.

SOLUTION: Complete the installation procedures thoroughly in the following order:
1. Adjusting Touch Panel - Press the Accessibility key, Touch Panel Adj.
2. Setting Gradation Adjustment - Go into Service Mode, Image Processing Adjustment, Gradation Adjustment.
3. Touch High Compression Mode and press Start (perform 3 times).
4. Touch Gradation Mode and press Start (perform 3 times).
5. Touch Resolution Mode and press Start (perform 3 times).
6. Date/Time Setting - go into Service Mode, Press Stop, 1, 1, 4, 4, Clear.
7. Go into Utility/Counter, Administrator Setting, System Setting, Date/Time Setting.
8. Install Date - go into Service Mode, System 1, Install Date.
9. Serial Number Input - go into Service Mode, System 1, Serial Number (if serial number is already there, Clear and re-enter it).
10. Unit Change - go into Service Mode, System 2, Unit Change.
11. List Output - Please Load 8.5x11 Landscape paper on Tray 1, go into Service Mode, List Output, and Touch Machine Management List and press Start.
12. Press Adjustments List and press Start.
13. Press Service Parameter List and press Start.
14. Press Fax Setting List and press Start.

Notes :

a. Be sure to correctly follow the procedures in order as explained in the attached Installation Manual.
b. If you do not follow the procedure in order, image trouble may occur.
c. Repeat the procedure whentrouble occursas shown in the attachments (sample outputs).

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SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0801109EN* **Solution Usage** 1

Description
Skew of individual color.

Solution
CAUSE:Incorrect laser print head adjustment or stripped adjustment screw.

SOLUTION:Perform the PH Unit Mechanical Adjustment on page 393 of the Service Manual. If adjustment does not work, check that the adjustment screw is not stripped. Replace the Print Head Unit Assembly (p/n 21 4039 R723 00), which can be found on page 15, key 21 of the June 2007 Parts Guide Manual.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0802369EN* **Solution Usage** 1

Description
FK-502, when fax forwarding the image is intermittently rotated and cut off.

Solution
CAUSE: The machine Fax memory is corrupt or the machine firmware is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following procedure, and then flash or re-flash the machine to the latest firmware version.
1. Enter Tech Rep mode.
2. Select Fax.
3. Select Initialization, select all options and press YES.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656584EN* **Solution Usage**

Description
When performing Color Correction, the test page will not print out andthe start button is amber.

Solution
CAUSE: Incorrect paper size in the Universal Tray 1.

SOLUTION: Load 11x17 paper in the Universal Tray 1.

Solution ID TAUS0801808EN* **Solution Usage**

Description
DF-601, when using the RADF the image on the copies is shifted and crooked.

Solution
CAUSE:The machine is set for CURRENT and the data is corrupt.

SOLUTION: Set the machine to Factory settings by performing the following:
1. Press the Utility Key.
2. Press User Settings.
3. Press Initialization.
3. Select Factory and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0808124EN* **Solution Usage**

Description

No yellow output when copying, printingor internal test prints.

Solution

CAUSE: The Transfer Belt has failed.

SOLUTION: Replace the failed Transfer Belt (Item #4038 R743 00).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0702510EN* **Solution Usage** 0

Description

During multiple page printing, color variation occurs.

Solution

CAUSE:There are two types of D-max adjustments in the Service Mode, which are "copy" and "print". When they are not same value, color variation could occur.Symptom is related to the Image Stabilization.
Example:
1. Image Stabilization when main SW ON refers to D-max "copy".
2.After 100 pages of multiple "Print Job", andImage Stabilization is activated after page 75 is printed out (SPAN 1 is chosen), Image Stabilization refers to D-max "print" becausethe "Print Job" is ongoing.
3.From page 1 to page 75, printed asD-max "copy", but from page 76 and onwards, Image Stabilization refers to D-max "print".Therefore, color variation could occur between page 75 and page 76.
Notes :
a. As a condition of the above, Image Stabilization "Long" is activated between page 75 and page 76.
b. If Image Stabilization "Normal" is activated,color variation does not occur.
c. A condition of activating "Long"would beif a certain level of print quality change (image density) could be detected during multiple print/copy job.

SOLUTION: As a workaround, the same value should be set between D-max "copy" and "print".
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801346EN* **Solution Usage** 0

Description

Corel® documents print light. Output from other applications is normal.

Solution

CAUSE: Setting in Corel®. When the colors in a file or in the workspace color palette are not displaying as bright, vibrant colors this can be caused by the Color Management being enabled in CorelDRAW®. The default setting in CorelDRAW® is Color Management enabled.

SOLUTION: To disable Color Management,perform the following:
1. Click on Tools, Color Management.
2. In the Style drop-down list, select "Color Management Off" and click OK.
Note : In this mode, colors may not print as they are displayed on screen.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0900363EN* **Solution Usage**

Description

Grainy prints (internally generatedprints). Grainy magenta high compression mode.

Solution

CAUSE:Failed Print Head.

SOLUTION: Swap Magenta laser unit or unit causing the grainy prints with Cyan laser unit or another unit. See if the problem "travels".Replace all 4 laser units(p/n 9J06-R727-00).
Note : Please see the attached sample ofthe grainy effect. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0700453EN* **Solution Usage** 671

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM.If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes.It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear.This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.

If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a.
5. Abort code 0x00f00b00.
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note: First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. C-E084 error code.
4. Cannot PING the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

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bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203.

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01.

Ordering Procedures :
Call the SSD Hotline at 800-825-5664, to open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.
IMPORTANT NOTE : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Updates/Status :
Call Logistics at 201-934-5339.
Notes :
a. Refer toattached Bulletin Number 5783 for more detail as well as theattached RA form.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenezand Ed Bellone, Production Print/SSD

Solution ID TAUS0656768EN* **Solution Usage** 47

Description
What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution
Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0657563EN* **Solution Usage** 44

Description
How to troubleshoot C-D370 (CD370).

Solution
To troubleshoot the error:
1.Reset the code by pressing stop-0-7-1-3-9. This will display a "*" on the LCD. Press this button.
2.Perform a Data Clear and then perform the Setup Procedures from the beginning.
3. Perform a NVRAM Recovery Procedure. Please see attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be

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downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
4.If the problem persists Replace the NVRAM and PWB-MFP.
Note : Please call the SSD Hotline for NVRAM replacement.

PART NUMBER MODEL/BOARD
4038 0121 06 C250PWB-MFP
4038 2414 01 C252 PWB-MFP
A02E H342 05 C203/C253 PWB-MFP
A02E H341 05 C353 PWB-MFP
A00J H020 07 C451/C550 PWB-MFPB
A00J H021 00 C650PWB-MFPB
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701604EN* **Solution Usage** 31

Description
NVRAM/BRU replacement form.

Solution
The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0800104EN* **Solution Usage** 21

Description
VoIP TX/RXsolutions.

Solution
More and more customers changing their PBX systems from analog or ISDN to VoIP-based PBX systems.
Note : A digital-to-analog converter can be usedand will work, but Konica MInolta will not provide any support if there arephone/fax issues.

Due to the general incompatibility of fax and VoIP,certain settings may not work. The problem is not caused by the Fax Unit, butis caused by:

the general design of VoIP using TCP/IP Packets
VoIP PBX systems
the general specification of VoIP and it's
* Codecs
* Coding an decoding timings
* Fax fixed timings
* LAN Packet losses
* Quality of Services
* ITU/RFC Specification implementation
* Bugs
* Interpretation of technical terms within the specifications of the ITU-T and RFC documents.
VoIP is still not supported offically by Konica Minolta, but may work in some instances.
Performing these suggested settings may solve the problem.Follow the operation made step-by-step:

From Service Mode

==> FAX Settings
==> Communication
==> Protocolset "ON" the "V.29 EP Tone" Protocol
and set "OFF" all other faster protocolls.
From Service Mode

==> FAX Settings
==> Communication
==> Others we have set "OFF" the "ECM Function"
From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0012 = 01111000
(Hex 78 = 120 sec)
(T1 Timer for Calling)

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From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0013 = 01111000
(Hex 78 = 120 sec).
(T1 Timer for Called)
From Service Mode

==> System 2
==> Software Switch
==> SoftSwitch 21 Bit5=1
00100000
(HEX 20 = over 4.5 sec)
(T4 Waiting time between start Identification)
Notes:
a. Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
b.Expect more communication problems than on anISDN or analog line (approximately 15% more).

Workaround :
If the aforementioned settingsdo not showan acceptable result,offer as alternative:

Unimessage Pro Fax Server Solution where Scan to E-mail with auto prefix-suffix setting is used (depending on the machine Series - prefix-suffix will be added automatically or can be selected manually).

RightFax Server with "Setup Utility for RightFax" using OpenAPI.
SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID TAUS0651653EN* **Solution Usage** 19

Description
How to use the Fax Forward TX setting.

Solution
To use the Fax Forward TX setting, perform the following:
1. Press the UTILITY button.
2. Select the ADMINISTRATOR button and enter the password (12345678).
3. Select #8 Fax Setting.
4. Select # 5 Function Setting.
5. Select # 5 Forward TX Setting.
6. Select Forward & Print (prints out a copy), Forward & Print if TX fails (forwards to E-mail and prints if the transmission to E-mail fails).
7. Select the one of the following, EMAIL, FTP, SMB, and GROUP, followed by selecting it from the Address Book. Select OK and then close all the way out until back to the basic screen on the operation panel.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0607358EN* **Solution Usage** 17

Description
The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution
CAUSE: The Collate option in the Microsoft® Word dialog box is selected.

SOLUTION: When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID TAUS0646730EN* **Solution Usage** 17

Description
How to change the Administrator password.

Solution

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To change the Administrator password, perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0647697EN* **Solution Usage** 17

Description
How to set up Microsoft® Windows® 2003 Server for Scan to SMB.

Solution
How to set up Microsoft® Windows® 2003 Server for Scan to SMB .
Note : To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0700026EN* **Solution Usage** 16

Description
How black and white versus color increment the machine counters.

Solution
The reason that many ofthe color printers will count a page as color, even though the page content looks like Black and White or Gray, is that many “Office” applications create or use graphics using RGB data. Even though a graphic may be black, it uses RGB values of 0-0-0 to achieve black or will use equal values of RGB to represent gray. As far asa Konica Minoltaprinter is concerned, this is color information and will therefore count the page as a color page. This scenario applies to applications like Microsoft® OfficeWord, Excel and Publisher, to name a few. Higher end applications like Adobe® PageMaker®/InDesign®/Illustrator® and Quark® typically use the CMYK color space.
A job can consist of just K (Black), with no CMY components. This will print as just black. If printing a gray shade from one of these applications, a halftone screen would have to be used using just K or using equal values of CMYK, which would count as color.
Note : If the files have been converted to a PDF, Acrobat® 6 and7 Pro have built-in Preflighting tools under the “Advanced” menu. Preflighting the document will provide detail of what color components each graphic is composed. Other add-ons, such as Enfocus© PitStop Professional will also provide the same capabilities from within Acrobat®.
SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701261EN* **Solution Usage** 16

Description
How to set up Scan to SMB in Microsoft® Windows Vista™.

Solution
Microsoft® Windows Vista™ has a Public Folder Sharing function to make the setup easier than the previous OSs. Follow the procedures below.
At the Workstation/PC :
1. Right-click on the Network icon on the desktop.
2. Select Properties.
3. In the Network and Sharing Center, and then under the Sharing and Discovery title, click on Public Folder Sharing.
4. Click on 'Turn on sharing so anyone with network access can open, change, and create files'.
5. Click Apply (Click Continue to the 'Windows needs your permission to Continue' message).
6. Create the folder and set to share. Click on the 'This Computer' icon in the Network and Sharing Center to display the available hard drives or local disk(s).

7.Double-click on the desired disk and create a new folder.
8.Right-click on the new folder and select 'Share…In the File Sharing' dialog box. Make sure the desired user(s) are displayed and/or added as needed. Set

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the permission level to Co-owner to allow writing rights.
9.Click on Share and then (Click 'Continue' to the 'Windows needs your permission to Continue' message).

At the engine (direct input) :
1. Press the Scan button on operation panel.
2. Touch Direct Input tab.
3. Touch Scan to SMB.
4. In the host name field enter theTCP/IP address of the target PC.
5. In the Destination Folder enter the shared folder name.
6. in the User ID field enter the valid workgroup or domain User Name.
7. In the Password field enter the user Password.
8. Press Start.
Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to http://www.microsoft.com/technet/network/evaluate/vista_fp.mspx
SPECIAL NOTE : Solution contribution by Jim Behrends, Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0648861EN* **Solution Usage** 12

Description
How to set up Microsoft® Windows 2000/XP for SMB scanning.

Solution
At the PC :
1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.
Notes :
a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
b. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.
At the bizhub :
1. Connect to the bizhub using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure that TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select Scan.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC NetBIOS name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case-sensitive.
Notes :
a. The SMB protocol uses TCP/IP, NetBIOS and ARP broadcasts to communicate with the host PC.
b. Please refer to attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0658296EN* **Solution Usage** 12

Description
FS-603 installation.

Solution

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Please follow the instructions outlined in the attached document for the correct installation proceduresof the Additional Kit which is shipped with the FS-603. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Note :FS-603 requires special firmware for installation on the bizhub C252 (see attached bulletin).The latest version firmware and system softwareare available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0642282EN* **Solution Usage** 11

Description

How to change the default settings for the Scan Mode.

Solution

To specify the default settings of the Scan Mode, perform the following:
1. Press the [Scan] key on the copier operation panel to enter the Scan Mode.
2. Press the Utility Key.
3. Press User Settings.
4. Press Scan/Fax and select Factory.
5. Select the setting to make the default value in the Scan Mode.
6. Press the [Utility/Counter] key.
7. Touch the [User Setting] key.
8. Touch the [Initial Setting] key.
9. Touch [Current Setting] followed by [OK].
10. Touch [Close] twice to exit.

Note : The default settings of the Scan Mode can be set to factory default by touching [Factory Default].
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657937EN* **Solution Usage** 10

Description

Printing to banner sized paper.

Solution

Paper up to 1200mm (47-1/4 inch) long and 297mm wide (11-3/4 inches)can be loaded into the bypass tray and printed on using this machine at paper weight of Thick 1, 2, or 3 with the appropriate setting specified from the control panel. Machines with the optional Fiery® controller require optional memory installed on the PWB-MFPB. EM-309(Item #A06HWW0)is required for the models that use an IC-406 and a 256MB DIMM (p/n 4037607601) is required for the models that use the IC-402.

Notes :
1. The latest PostScript Visual driver is required. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. The supported operating systems are:
Microsoft® Windows 2000 Professional, Microsoft® Windows XP Home and Professional, Microsoft® Windows Server 2003
3. For detailed information please view the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Ian Lynch and Jim Behrends, Production Print/SSD

Solution ID TAUS0630235EN* **Solution Usage** 9

Description

Part number for the 128MB Compact Flash card which is used to install main body firmware.

Solution

Compact Flash card (p/n 7660403601).
CAUTION : CF card cannot be larger than 256MB; 512MB will notallow the download to begin. Please see attachment.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657076EN* **Solution Usage** 7

Description

Parts required to connect a Hecon® conventional key counter, Hecon® Base 10or legacy Minolta key counter to the main body.

Solution

Please see attached Bulletin Number 5563 for details.

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Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703092EN* **Solution Usage** 7

Description
eCopy™ compatible machine models, firmware and TWAIN drivers list.

Solution
Please refer to attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Notes :
1. The latest version firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0702567EN* **Solution Usage** 6

Description
Instead of 128MB CF cards to update thefirmware, can1GB or 512MB CF cards be used to program the MFP?

Solution
Only the 128MB CF card (p/n 7660 4036 01) is compatible.Please see attached photoas reference.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800962EN* **Solution Usage** 6

Description
SERVER CONNECT ERROR message and unable to scan to E-mail viaMicrosoft® Exchange Server 2007.

Solution
CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801706EN* **Solution Usage** 6

Description
Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the Ticket is escalated toESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

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Solution ID TAUS0647606EN* **Solution Usage** 5

Description

How to extend the life of the image units past end of life.

Solution

To allow the machine to continue to operate after an image unit has reached end of life, perform the following:
1. Enter the Service Mode.
2. Enter Security Mode (Stop, 0, Clear).
3. Press IU Life Stop Setting and select Not Stop, then End.
Note : Be aware that copy quality can become poor. Please see the attached Bulletin Number 5705. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD,Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0647637EN* **Solution Usage** 5

Description

How to setup User Authentication.

Solution

To set up User Authentication, perform the following:
1. Access the [Administrator Mode] and enter the Admin password (12345678).
2. Select [4. User Authentication/account track].
3. Select [1. General Settings].
4. Select [On (MFP)] under the user authentication.
5. Select [OK].
6. Select [YES].
7. Select [2. User Authentication Settings].
8. Select [2. User Registration].
9. Highlight a Box number.
10. Select [User Name] and enterthe individual's name.
11. Select [User Password] and enter the individual's password.
12. Select [OK].
13. Select [Close] 5 times to enter to the main copy screen.
Note : Please refer to attached documentation for additional detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702838EN* **Solution Usage** 5

Description

How to create a device printer on an AS/400® system using SCS over LAN.

Solution

To Create a Device Description on AS/400® to print to KMBS printers perform the following:
1. From the Main Menu under Selection or Command, type: CRTDEVPRT <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
a. Device Description - (name the printer i.e., KMPrinter)
b. Device Class - *LAN
c. Device Type - 3812
d. Device Model - 1
e. LAN Attach - *IP
f. Port number 9100
g. Font Identifier - 011
h. Form Feed - * Autocut
i. Manufacturer - *HP5si
j. Paper Source (both) - *letter
k. Address - (TCP/IP address of the NIC)
l. User Define Option - *IBMSHRCNN
m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
Note :Vary ON the device to allow attachment.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0801324EN* **Solution Usage** 5

Description

Supporting bizhub vCare.

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Solution

Initial setup documents for vCare support are attached. The attacheddocuments were sent to all the BSCs. This information is for the BSCs only. It does not apply to dealers.
Notes :
1. Please be aware that the bizhub C203/C253/C353/C451/C550/C650 support one-way communication.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0645779EN* **Solution Usage** 4

Description

How to capture a file on the color MFPs when printing using the Emperon controller.

Solution

The following must be set up in order to capture the files:
1. Press the utility button and select Administrator Settings.
2. Select Security setting => Security Detail => Print Data Capture must be set to Allow => Administrator Settings => Network Setting => FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.
5. Issue OPEN ipaddress command and login as the following user
capture
sysadm
6. Type lcd \ command to set the local directory to root of C drive.
7. Use the ls command to list the files.
8. Type binary to change the transfer mode to binary.The response should be 200 .
9. Type set to I .
10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file tolocal c drive.
11. After complete enter the bye command.
12. Type exit to quit the command prompt.

To delete the jobs on the HDD,select administrator settings => Security Detail => Restrict.
The function will remove the files from the printer.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0647292EN* **Solution Usage** 4

Description

Why Auto Rotation cannot be turned OFF.

Solution

This is specification of the machine.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657371EN* **Solution Usage** 4

Description

Citrix© compatibility.

Solution

Please refer to the attached Citrix© compatibility list for additional information.Some products not listed below arelisted in the document.It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/750/360/420/500/162/180/210, IC-303 and IC-409.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

IC-202
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

IC-203
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

IC-205
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used

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with the following restrictions:
1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

IC-302
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.
The following restrictions:
1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:
1. Custom Size setting is not available.
2.Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were thatMedia Mixed function is not available by network printer.

IC-611
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:
1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:
1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250
Tested withCitrix© Metaframe™.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6.No restrictions were found in testing.

Solution ID TAUS0657446EN* **Solution Usage** 4

Description
Getting an invalid card error when loading firmware with a Crucial© 128MB Compact Flash card.

Solution
CAUSE: The Crucial© 128MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.
Note : The recommended card is the 128MB SanDisk© Compact Flash card (p/n 7660 4036 01). Please see attached photoas reference.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0800745EN* **Solution Usage** 4

Description

How to enable SMB (File Sharing) from a Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5.

Solution

Please see the attached documentsexplaining how to enable SMB (File Sharing) from a Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Ian Lynch, Production Print/SSD

Solution ID TAUS0648443EN* **Solution Usage** 3

Description

How to remove print drivers from Macintosh® OS X, 10.2x, 10.3x, 10.4x, 10.5x.

Solution

Follow the How to remove Macintosh OS X drivers instructions to correctly remove driver files prior to installing a new or updated version of the driver. This is highly recommended to avoid driver conflict.
Completely deleting\removing the PPD plug-ins for the loading of the driver will NOT overwrite the previous versions.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ASG/SSD and Freddie Burnham, Production Print/SSD

Solution ID TAUS0648457EN* **Solution Usage** 3

Description

Setup guide for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution

Refer to attached Setup Guide for User Authentication. This document outlines the methods to set up User Authentication.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0654475EN* **Solution Usage** 3

Description

FK-502, how to program the number of redial attempts.

Solution

To program the number of redial attempts, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen, the redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow scroll to the furthest bit on the right side of the address.
11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Decision] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.

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15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Decision] on the touchscreen.
18. Touch [End] on the touchscreen.
19. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0658132EN* **Solution Usage** 3

Description
Cannot fax out with T00 and T82 error codes.

Solution
CAUSE: Incorrect settings.

SOLUTION: To correct:
1. In the Tech Rep mode, set the Marketing area for the fax to U.S. and then Initialize the fax.
2. Input the fax header data in the Administrator mode.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701453EN* **Solution Usage** 3

Description
Unable to access the printer from a web browser. Can print to and PING the machine.

Solution
CAUSE: TCP/IP conflict with another device on the network.

SOLUTION: Remove the network cable from the printer and PING the same TCP/IP address again. If there is a Reply from the same TCP/IP address, work with the network administrator to identify the other network device with the same TCP/IP address as the printer.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0702314EN* **Solution Usage** 3

Description
FS514, "Please close section properly" message on display screen in finisher area. Unable to clear.

Solution
CAUSE: The fininsher control board has failed.

SOLUTION: Replace the finisher control board (p/n 9J08010103).

Solution ID TAUS0801272EN* **Solution Usage** 3

Description
Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution
Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.
Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0801501EN* **Solution Usage** 3

Description
The Account Track screen resets and shortly after a copy job and the user is prompted to enter the password again.

Solution
Change the reset timing by performing the following:
1. Enter the Admin mode.

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2. Select System Settings.
3. Select Reset Settings.
4. Select System Auto Reset.
5. Press the Clear key and enter the desired time delay before the screen is reset.
6. Exit the Admin mode.
Note :If a long delay is selected, users can re-activate account track manually by pressing the Access key.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801813EN* **Solution Usage** 3

Description
How to convert a TIFF into a PDF when fax forwarding.

Solution
Solution:
To convert a TIFF into a PDF when fax forwarding, perform the following steps:
1. Press the Fax key.
2. Press Scan Settings.
3. Press File Type and select PDF.
4. Press the Copy button.
5. Press Utility.
6. Press Copier settings
7.Press Default settings.
8. Press Current.

Solution ID TAUS0643108EN* **Solution Usage** 2

Description
Slow printing of large files.

Solution
CAUSE: This can be caused by a network issue. If the data is flowing through a switch, the switch may contain "noise".

SOLUTION: Remove the bizhub C350 from the network and print the file. If it prints correctly, try routing the data through another switch.The MFPhasa setting to resolve slow printing:

ADMIN SETTINGS =>
SYSTEM SETTINGS =>
OUTPUT SETTINGS =>
PRINT/FAX OUTPUT SETTINGS =>
PRINT =>
SELECT BETWEEN PAGE PRINT and BATCH PRINT (select page printing because Batch is forjob printing)
It changed the first copy outtime ona test document from 2 minutes, 6 seconds to 9 seconds.
SPECIAL NOTE : Solution contribution by Mario Hidalgo, Western Region DSM andJim Behrends, Production Print/SSD

Solution ID TAUS0648745EN* **Solution Usage** 2

Description
How to enable/disable the Protocol Trace List.

Solution
To enable/disable the Protocol Trace List, perform the following:
1. Access Tech Rep mode.
2.Select Fax\List Output\Protocol Trace Output.
3.Select to disable or enable printing the Protocol Trace List.

Solution ID TAUS0651550EN* **Solution Usage** 2

Description
Konica Minolta Security White Paper.

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Solution

See Security White Paper for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0652000EN* **Solution Usage** 2

Description

FK-502, how to insert a pause between the PBX outside line number and the fax telephone number.

Solution

To insert a pause between the PBX outside line number and the fax telephone number, perform the following:
1. Enter Admin mode, then select Fax Settings => PBX Set.
2. Turn on PBX and enter Prefix.

When creating a new registration of the Fax destination, please do following:
1. Enter Admin Mode.
2. Press One Touch Reg. => Fax Reg. => Address Book => Abbr.Dial => New.
3. Before entering the Phone number, press 'out-side' button. After pressing the 'out-side' button, [E-] will be indicated on the display. This indicates a pause. Then please enter the number.

Solution ID TAUS0656793EN* **Solution Usage** 2

Description

SMTP authentication tips.

Solution

Refer to the attacheddocument whichprovides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0657465EN* **Solution Usage** 2

Description

Unable to load firmware using a Kingston© 256MB CF card.

Solution

CAUSE: The Kingston© 256MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.
Note : The recommended card is the 128MB SanDisk© Compact Flash card (p/n 7660 4036 01). Please see attached photoas reference.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0658101EN* **Solution Usage** 2

Description

How to increase image unit life.

Solution

To increase image unit life:
1. Go into Service Mode.
2. At the Service, in order to get into the Enhanced Security Screen press: Stop, 0, Clear (Stop, 9 forbizhub C350).
3. Select IU Life Stop Setting.
4. Choose either Stop or No Stop.
5. Click on End to Save.

Please follow the steps outlined in the attached Bulletin Number 5705 -Extending Image Unit Life.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

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Solution ID TAUS0658215EN* **Solution Usage** 2

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [1 System Setting] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch the desired touchscreen display language [English], [French], [Spanish], or [Japanese].
6. Touch [OK] on the touchscreen.
7. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0700396EN* **Solution Usage** 2

Description

PostScript printer PPD files for LINUX (CUPS) printing and for OpenOffice application.

Solution

There are PostScript printer PPD files that can be used in LINUX environments using CUPS (Common UNIX Printing System) and for OpenOffice (Word Processor application).The PPD files are available for download via the SSD support site;
1. Login in via www.mykonicaminolta.com .
2. Select the "Service"tab locatedat the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
6. Select Product Group, Product, File Type (Drivers) and OS (Linux).

Note : The latest print drivers are also available via the Konica Minolta Download Selector from theKMBS public site (http://www.kmbs.konicaminolta.us).

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0700745EN* **Solution Usage** 2

Description

C-D351or C-D364 when copying or printing.

Solution

CAUSE:NVRAM data error.

SOLUTION: Restore theNVRAM data. When a NVRAM data error is detected, restoring the backup data from Flash ROM on MFPC board is possible with the following procedure:
1. Press [Stop], 0, 7, 1, 3, 9.The control panel will display [*].
2. Press[*] on the control panel.

Note: Thiserror code (or another C-D3xx code) may appear again. It may be necessary todo theNVRAM data restore procedureseveral times toclear the error code(s) completely.Pressing [*] initiates the data restore, which takes a very short time.
3. When the restore is finished, the control panel displays a message to power OFF the main power switch.
4. Turn the main power switch OFF/ON.

If the restore failed, thecode will be shown again. Note that a restore is possible only if an actual NVRAM data error is detected. If the procedure above does not work, the NVRAM can be confirmed as the root problem by temporarily swapping the NVRAM from oneof the following models:C250, C300, C351, C352 or C450.

To obtain a replacement NVRAM, follow the NVRAM/BRU replacement procedure (see attached bulletin), but only after the steps above have beenperformed.

Solution ID TAUS0701618EN* **Solution Usage** 2

Description

PostScript printer driver for Microsoft® Windows Vista™.

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Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0703224EN* **Solution Usage** 2

Description

How to print halftone test patterns.

Solution

To print halftone test patterns, perform the following procedure:
1. Enter Tech Rep mode.
2. Select Test Mode.
3. Select Halftone Pattern.
4. Select Single, Hyper, Gradation.
5. Select the desired halftone color.
6. Press C and enter the desired halftone density -1 (lightest)through 255 (darkest).
7. Press the START button to output the pattern.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0703411EN* **Solution Usage** 2

Description

FK-502, how to adjust the cable EQL for TX and RX.

Solution

To adjust the cable EQL for TX and RX, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [Modem/NCU] on the touchscreen.
6. Touch [Cable EQL] on the touchscreen.
7. Under the heading of TX touch [-] or [+] to change the EQL TX value. The setting can be programmed to 0, 4, 8, or 12[dB].
8. Under the heading of RX touch [-] or [+] to change the EQL RX value. The setting can be programmed to 0, 4, 8, or 12[dB].
9. Touch [END] on the touchscreen.
10. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Jim Behrends and Ted Young, Production Print/SSD

Solution ID TAUS0703682EN* **Solution Usage** 2

Description

eCopy™ ShareScan OP step-by-step installation instructions.

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800338EN* **Solution Usage** 2

Description

What port and protocol is used for the driver auto configuration feature?

Solution

The port number used for the driver auto configuration option is Port 161 and the protocol is SNMP.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0801712EN* **Solution Usage** 2

Description

Equitrac© cables for the Vendor 2 interface.

Solution

The Vendor 2 interface offers the ability to differentiate between color and B&W on a per page level. You can now track and differentiate between color and B&W for both copy and print based on user login when connected to Equitrac© Professional, Equitrac© Express or Equitrac© Office.
With the Vendor 2 interface you will have access to MFP features such as Auto Color, Duplex and Booklet that are not available with the Vendor 1 interface.
Other features such as User Box and TWAIN scanning are restricted. Please refer to the Service Manual for a complete list of restrictions and see the attached Marketing Bulletin forItem Numbers and Requirements. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0650393EN* **Solution Usage** 1

Description

Is scan to PC (SMB) supported in a Novell® environment?

Solution

Scan to PC (SMB) in a Novell® environment is not supported as the necessary protocol is not installed on a Novell® Server or client.
The following information are the specifications (as of 9/08/04) for PC (SMB) scanning:

Supported environment :
1. Connection to file sharing server in broadcast domain.
2. SMB (TCP/IP) shared folder of Microsoft® Windows.

Non-supported environment :
1. Network beyond router.
2. SMB other than TCP/IP (NetBEUI/IPX are not supported).
3. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
4. User Level sharing of Microsoft® Windows 98.
5. Sharing that needs authentication with Microsoft® Windows 2003 Domain.
6. CIFS mounting of non-Windows OS (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®)

Restrictions of mounting :
1. NetBIOS Name Binding;
a. On Microsoft® Windows network, TCP/IP has to be obtained from NetBIOS name as same mechanism as DNS to obtain TCP/IP address from Domain name of Internet.
b. On Microsoft® Windows OS, TCP/IP address can be obtained from NetBIOS name by following procedures:
(H Node case)
- Cache in Local PC.
-Inquiry to WINS server.
- Inquiry by Broadcast.
- Imhost in Local PC (NetBIOS ver. of host file in Domain).
- Confirmation of host file in local PC.
- Inquiry to DNS.
7145/7222/7228/7235 only support Inquiries by Broadcast. Therefore, this cannot be connected to a server beyond a router that cannot be reached by Broadcast.

Restrictions of SMB Protocol :
1. On Microsoft® Windows Network, there are various version protocols for authentication.
a. 7145/7222/7228/7235 cannot connect to the server that requires NTLM 0.12, higher-level protocol, since these models support only LANMAN 2.0.
b. Non-accessible servers since they require NTLM 0.12 or higher protocol.
c. Microsoft® Windows 98 User Level Sharing.
d. Microsoft® Windows 2003 Domain.

Restrictions of identification :It has been confirmed that mounting CIFS of non-Windows (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®) cannot be connected.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0651795EN* **Solution Usage** 1

Description

How to set the fax for international TX faxing.

Solution

To set the fax for international TX, perform the following:
1. Press the fax button on the control panel.
2. Press COMM. setting on the fax screen.
3. Press LINE setting.
4. Press OVERSEAS.
5. OK to back out to the fax screen.
6. Enter the overseas international number in the DIRECT input starting with 011, area code and then the telephone number.
Note : Make sure to use any prefix number (9) before the 011 in order to get an outside line. Example: 9 + 011 + country code + city code + number.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657010EN* **Solution Usage** 1

Description

How to enable output of a TX Report after every fax transmission.

Solution

To output a TX Report after every fax transmission, perform the following:
1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [7. Report Settings] on the touchscreen.
7. Touch [TX Report] on the touchscreen.
8. Touch [ON] on the touchscreen.
9. Touch [Exit] on the touchscreen to return to the normal copy screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0700570EN* **Solution Usage** 1

Description

Pop-Up drivers for User Authentication and/or Account Track information.

Solution

Pop-Up drivers for User Authentication and/or Account Track information have been released (see attachment).
Notes :
1. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701062EN* **Solution Usage** 1

Description

How to access Service Mode when unable to use the normal procedure.

Solution

Service Mode can be accessed through the Trouble Reset screen using the below procedure: 1. TurnON the main power switch while holding the UTILITY/COUNTER key.
2.When TROUBLE RESET appears on the touchscreen press STOP, 0, 0, STOP, 0, 1.
3.If prompted for a password enter 92729272 andtouch END.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD andIan Lynch, Production Print/SSD

Solution ID TAUS0702445EN* **Solution Usage** 1

Description

How to set up FTP Publishing Services on a Microsoft® Vista™ workstation.

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Solution

Please follow the step-by-step procedures as shown in the attacheddocument.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703269EN* **Solution Usage** 1

Description

How to set up User Authentication using Active Directory from theMFP and using the driver.

Solution

From theMFP Side:
1. Administrator setting 1,2,3,4,5,6,7,8.
2. System setting.
3. Date/Time setting (also enter correct Time Zone). Use the same time as the server.
EST-Time Zone UTC - 05:00
CST-Time Zone UTC - 06:00
MST-Time Zone UTC - 07:00
PST-Time Zone UTC - 08:00
4. Administrator Setting 1,2,3,4,5,6,7,8.
5. Network setting.
6. TCP/IP settings.
7. FWD to page 3.
8. DNS settings (enter Priority and substitute DNS TCP/IP addresses).
9. Administrator setting.
10. Network settings.
11. Detail settings.
12. Time Adjust settings (NTP Settings - ON, enter TCP/IP address of server).
13. Administrator Mode (1,2,3,4,5,6,7,8).
14. User Authentication/Account track.
15. General settings.
16. ON (External Server).
17. Select Active Directory.
18. Enter the Domain Name.
19. Press Registration.
20. Press OK, OK.
21. Enable Account Track.
22. Choose Account Track Input Method.
23. Choose Account Name & Password.
24. Press OK.

From the computer:
1. Go into the Printers folder or Printers and Faxes.
2. Right-click onthe printer.
3. Select Properties.
4. Select the Option or Configure Tab(may not be available on some models).
5. Make sure that User Authentication is set to ON [Device] (may not be available on some models).
6. Openthe application.
7. Select File.
8. Select Print.
9. Choosethe printer.
10. Select Properties.
11. Select the Setup tab.
12. Choose User Authentication/Account Track.
13. Enable User Authentication.
14. Select Recipient User.
15. Enter the User Login Name and Password (the ones used to login to the Domain).
16. Select OK, OK, OK.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703516EN* **Solution Usage** 1

Description

How to update firmware using Internet ISW.

Solution

The Internet ISW function requires that the firmwareTAR file be extracted from theGZ file.
This can be done using WinZip® or WinRAR®.
Use an FTP server utility to host the firmware. There isone availablevia the Download Selectorunder Black and White Products => Utilities => ftp_server_1.0.exe.

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To perform the update:
1. Go to Tech Rep mode.
2. Select the Internet ISW button.
3.Select the Internet ISW Set button => Set to ON => Press the END button.Determine if updating via FTP or HTTP.
4. Select the appropriate settings button, FTP or HTTP. The instructions are the same from here on in.
5. Select the desired button protocol button, and select the ON button => Press the END button.
6. If a proxy is required to access the server, select the Connect Proxy server button and select the ON button. Then press the Proxy Server button and enter the TCP/IP address and the port number of the proxy server. This will not be the host server holding the firmware. 7.Select the address space size IPv4, IPv6 or FQDN (Fully Qualified Domain Name).
8. When complete, press the connection settings buttons, check that the port number is set to 21, connection timeout is set to 1 minute and PASV mode is set to OFF.
9. Select the Forwarding Access Setting button.
10.Enter the User ID that the MFP will use to access the server.
11. Enter the password for the user.
12. Enter the address of the host server:

If using an HTTP server type h ttp://ip _address/directory

If using a FTP server type ftp://ip_address/directory
13. Enter the filenameof the firmware. This should end with a TAR extension. Remember that this file is extracted from theGZ file and not renamed.
14. Press the END button.
15. Select the Download button and then press the ISW Start button.Start rebooting... message is indicated.The MFP will reboot.
16. After the hourglass, the following messages should be displayed:

Now connecting to the firmware server

Now getting information from the firmware server

Now downloading program data from the firmware server
IMPORTANT :The server hosting the firmware needs to be available even after the firmware starts and finishes. Tests show that firmware is still downloading even though programming of the firmware has begun.
17. The normal firmware update screen will be displayed andyou can press start or wait 30 seconds; it will start automatically.
18. When complete, recycle the MFP.
19. After the hourglass a message will be displayed:
The version upgrade through the network download is complete. Touch [OK] to use the device.
20. Press the OK button to continue.
21. Check the firmware versions.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0703568EN* **Solution Usage** 1

Description

Can a copy or scan job be programmed with the Vendor mode enabled while a job is printing?

Solution

Acopy or scan job cannot be programmed with the Vendor mode enabled while a job is printing. This is the specification.
SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID TAUS0800335EN* **Solution Usage** 1

Description

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

Solution

CAUSE: The writer on the AS/400® times outafter 170 seconds (by default)when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
1.Pick one of the devices and end the writer and vary the device off.
2.Select the option that will allow you to 'Change Device Desc'.
3.On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.
4.Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under thisadd ERRMSGINFO.
5.Start the writer and vary the device on and test.These changes must be done for the other device on the AS/400®.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800939EN* **Solution Usage** 1

Description

The XML page cannot be displayed. Cannot view XML input using XSL style sheet."Please correct the error and then click the Refresh button, or try again

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later" message.

Solution

1. HTTP and PageScope Web Connection (PSWC)have to be ON all the time in order to have web access.
2. Perform a Data Clear on the MFP, making sure that the default setting like PSWCis ON.
3. Tryaccessing theMFP froma laptop first. Use Microsoft® Windows Internet Explorer 6 or Firefox.
Note : Using IE7maypresent difficulties.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800941EN* **Solution Usage** 1

Description

T82, R76 and R00 using the FK-502

Solution

CAUSE: ECM isenabled orthe customeris using a DSL line and thereare no filters attached to the MFP.

SOLUTION: To correct:
1. Go into Service Mode, Fax Settings, and Communications toturn off - ECM.
2. Verify if the customer is using DSL.
3. DSL filters need to be installed.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800943EN* **Solution Usage** 1

Description

SMTP error 554.

Solution

CAUSE: The mail servers are set to POP before SMTP as a security measure to prevent SPAM. The mail server collectsthe TCP/IP address during authenticationwith the POP server, and then permits SMTP relaying from that TCP/IP address for a short period of time.
This means thatincoming mail MUST be checkedbeforemail is allowed to be sent. Ifsettingan E-mail client (like Microsoft® Outlook) to checkmail regularly,outgoing mail may sit inthe Outbox until the incoming mail is checked again.
Ifonly checking mail wheninitially openingthe E-mail client,a Send/Receive will need to be forced beforethe outgoing mail can be sent.
IfE-mail is not checked within 30 minutes,an "Error 554: Relay Access Denied" error may be received.

SOLUTION: Quick Fix
1. Move anything inthe Outbox tothe Drafts folder.
2. With nothing inOutbox, click Send/Receive.
3. After a successful Send/Receive, try sending an E-mail fromthe Drafts folder.

Long Term Fix (in Microsoft® Outlook)
1. In Microsoft® Outlook, go to "Tools" then "Email Accounts".
2. Click "View or change existing E-mail account", then click "Next".
3. Selectthe account, then click "Change".
4. Click "More Settings".
5. Click the tab labeled "Outgoing Server".
6. Select "My outgoing server (SMTP) requires authentication", then select "Log on to incoming mail server before sending mail" at the bottom.
7. Click "OK".
8. Click "Next".
9. Click "Finish".
Note : This procedure should be done by theonsite Network Administrator.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800968EN* **Solution Usage** 1

Description

How to backup the original NVRAM (data) counters to the new NVRAM.

Solution

Presentlythere is no way to backup any of the NVRAM data.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801546EN* **Solution Usage** 1

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Description

FK-502, how to insert a pause in the PBX setting.

Solution

It is not possible to insert a pauseafter the outside line access code in the PBX setting.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0801734EN* **Solution Usage** 1

Description

FK-502. fax communication time out errors.

Solution

CAUSE: No response to V.34 signal (High speed fax communication).

SOLUTION: New time settings have been implemented from phase 3.05 onwards.
1. New ITU recommendations T.30 for Faxing over IP 450ms time windows between ANSam and DIS.

Formerly,when a V.34 device sent a fax to a non-V.34 device, the sequence ANSam to DISprogress was75ms. Because of the fact that the called device cannot respond to ANSam this setting has been implemented. However, if the V.17 modulation is used without disabling echo cancellers, it will negatively impact the half-duplex sequence. Therefore, to disable the echo cancellers, the time window between ANSam to DIS has been changed to 450ms ± 50ms (T.30 will be revised). With this version, it is possible select the time window with the function parameter setting as follows.
Function parameter: 0e004b
Bit 1 =
0: 450ms (Default)
1: 75ms
2. When receiving a non-ECM Fax, error lines may occur if noise is on the line. Therefore, Konica Minolta has modified the time of non-ECM.
Function parameter: 0x0e000e
Bit 7 =
0: Normal (default)
1: Strict
ECM
Normal: Check time: 0.5s
Strict: Check time: 0.8s
Non-ECM
Normal: Check time: 0.8s
Strict: Check time: 1.1s
Note : Theparameter does not work when using 2400bps
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0801968EN* **Solution Usage** 1

Description

FK-502, Fax Forward function.

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Solution

To use the Fax Forward function with an installed FK-502, the incoming fax can be sent to:

Fax

E-Mail

FTP

SMB

Box

To be able to forward a Fax, E-Mail, FTP, SMB or Box, store the recipient into the machine in advance.
Check the functionality of the stored recipient in advance before using it within the Fax forward function.
To store an E-Mail address for Fax forwarding to E-Mail:
1. Enter a One Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One Touch Registration => Scan => Address Book => E-Mail => New.
2. Enter a NAME for the Button.
3. Enter the E-Mail address.
4. Press OK.
5. Press Close 4 times.
Enable the Fax forward function via [Utility/Counter] => Administrator setting => Password => Fax Setting => Function Setting => Fax Forward => Select from Address Book => E-Mail => select your preferred address.
Note : Speed Dial , E-Mail , FTP , SMB and Group is available. Groups may include a Box, but a Box will be ignorred in combination with forwarding functions.

Known Limitations/Problems :

No sophisticated selective line forwarding if Multi-line is installed. This means, you cannot forward all Fax received on Line 1 to E-Mail Address A and forward all received Fax on Line2 to Address B.

No Fax forward function to stored "Programs".

No attachment file type selection (TIFF/PDF) for forwarded Fax.

Fax forward to Box and Group at the same time is NOT possible.

Fax Forward to E-mail and FTP/SMB is not possible.

Known Workarounds :

No sophisticated selective line forwarding.
You may use a Fax Server with Installed Unimessage Pro® or RightFax©. The price for a simple Server Hardware (Pentium® 4 desktop) and the Unimessage Pro® software is nearly the sameas for the Fax Unit (FK-502).
In addition you can sell "Service for UMP" and a "Solution" offering more flexibility and functionality.
RightFax© is more focused on Major Account business and is much more expensive but will provide more functions.
You may use a bizhub 250/350 with FK-503 and Multi-line Kit, because this machine is able to have a sophisticated Fax forwarding function.
If more than one of the above mentioned machines are installed at customer site, each machine can be equipped with a FK-502 and may be used for Fax forwarding even if there is no Fax Kit needed. But the FK-502 line can be used to forward a Fax to a second address, because the place of the Fax number is easy to switch within a PBX.

No Fax forwarding to stored programs.
No Workaround available.

No attachment file type selection (TIFF/PDF) for forwarded Fax.
Press the [Utility/counter]=> User Setting => Initial Setting => Current Setting => OK => Close => Close. PDF becomes default for all scans and attachments (except programmed Program destinations).
Note : The bizhub C353/C253/C203 firmware version 88/E3/G3 is not capable to forward a Fax document with TIFF format. To support this featurei-Option 2/Gx0-J8) is available. This firmware will provides asoft switch to support TIFF/PDF in a different way.
Switch Number: 28
HEX Assignment: 00 Forwarding TX by PDF format [Default]
HEX Assignment: 08 Forwarding TX by TIFF format

Fax forward to a Box and Group membership at the same time is NOT supported
It is a specification limitation that a Group, containing a Box, can be selected, but the Box forward will be ignored.

Fax Forward to E-mail and FTP/SMB within a group is not possible.

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SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Ian Lynch, Production Print/SSD

Solution ID TAUS0808069EN* **Solution Usage** 1

Description

What is SRA sized paper?

Solution

SRA is the abbreviation of Supplementary Raw Format A. It is slightly larger than standard "A" size paper. SRA paper is typically used in printing where a bleed to the edge of the page is required, similar to printing 11x17 with bleeds on 12x18.
Common SRA paper measurments in millimeters:
SRA0 = 900x1280
SRA1 = 640x900
SRA2 = 450x640
SRA3 = 320x450
SRA4 = 225x320

Solution ID TAUS0808178EN* **Solution Usage** 1

Description

How to forward faxes to different destinations for each line with multi-line fax option.

Solution

Due to design constraints, it is not possible to forward received faxes to different destination. Both lines will forward received fax to same forwarding destination. However, on a limited basis, it is possible to set up fax forwarding to different destinations based on TSI routing. Please refer to the User manual for the model in question.
SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID TAUS0808520EN* **Solution Usage** 1

Description

Compatibility for Captaris® RightFax®.

Solution

Konica Minolta includes RightFax® compatibility as a standard feature of the MFP firmware of the supported workgroup MFPs, as well as a built-in setup utility within the MFP PageScope Web Connection.
Konica Minolta also offers the downloadable Setup Utility for RightFax®, which provides another means of configuring the MFPs to communicate with RightFax®. All that is required is the purchase of one Konica Minolta Connector for Captaris® RightFax® for each MFP, where RightFax® functionality is needed. Please see attached Marketing Bulletin #08-GB-032 and Guide to the Konica Minolta Connector for Captaris® RightFax® for details. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
Note : The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® document are "live".

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Solution ID TAUS0900013EN* **Solution Usage** 1

Description

How to use the Firmware Imaging Toolkit software.

Solution

Please perform the step-by-step procedure mentioned in the attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
CAUTION : Never format the CF card on color machines.
Notes :
1.Before installing the most current version always delete the previous version via
Add and Remove Programs.

2. Firmware Imaging Toolkit 2006 can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0629386EN* **Solution Usage** 0

Description

ISO 15408 certification information.

Solution

TheMFPsare certified ISO 15408. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper.
1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria
Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0656148EN* **Solution Usage** 0

Description

How to set up Microsoft® Windows XP for SMB scanning.

Solution

Perform the following:
At the PC :
1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.
Notes :
a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start => All Programs => Accessories => Communications => Network Set Up Wizard.
b.. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start => Control Panel => Windows Firewall => Exceptions.

At the MFP :
1. Connect to theMFP using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure TCP/IP is enabled.

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5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select the Scan tab.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name . If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case sensitive.
Notes :
a. The SMB protocol uses TCP, NetBIOS and ARP broadcasts to communicate with the host PC.
b. See the attached document for further details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0656352EN* **Solution Usage** 0

Description

How to enable Banner Page.

Solution

To turn on Banner page, perform the following:
1. Select Utility/Counter key.
2. Select [2. User Setting].
3. Select [6. Printer Setting].
4. Select [1. Basic Setting].
5. Scroll to page 2/2 and Highlight [Banner Setting] and select [ON].
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0701625EN* **Solution Usage** 0

Description

Incorrect subject on scan-to-email

Solution

CAUSE: This happens when a user has started to prepare a scan-to-email job, including manual entry of the subject, but did not actually send the email. Then the user stored the settings by pressing Utility > User Setting > Initial Setting > Current Setting.

SOLUTION: Change the default settings using these steps.
1. Change the current setting back to factory default.
Utility > User Setting > Initial Setting > Factory Setting
2. Change any preferred settings that need todiffer from the factory settings.
Be sure that the Subject text is NOT changed via Scan > Rx Address > Mode > E-Mail Setting > Subject
3. Save the current settings.
Utility > User Setting > Initial Setting > Current Setting

Solution ID TAUS0800244EN* **Solution Usage** 0

Description

“Toner [color] is low. Replace when indicated” or “Toner is low [color]” message.

Solution

CAUSE: Phase 3.05 firmware enhancement.

SOLUTION:See attached Bulletin Number 6313 for additional information.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0800400EN* **Solution Usage** 0

Description

Preventing the write from crashing on the AS/400®.

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Solution

In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.
The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.
The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.
Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.
(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).
If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.
Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0801803EN* **Solution Usage** 0

Description

Part number for the cable used for the vending 2 mode when an Equitrac© device is connected to the MFP.

Solution

bizhub C250/C252/C300/C351/C352/C450 and CF2002/CF3102
Equitrac© Vendor 2, VK-501 Interface Cable (p/n 7640005183) and for the Equitrac© (p/n CABX0805). To use this cable the MFP (copier)must also have the Vendor Interface Kit, VK-501 (p/n 4599234) installed.

bizhub C203/C253/C353/C451/C550/C650
Equitrac© Vendor 2 - 8-pin Interface Cable (p/n7640005184), and for Equitrac© (p/n CABX0813).An optional Vendor Kit is not needed for these models.
Note :Please contact Konica Minolta for the parts information. Do not call Equitrac© Customer Support.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0808521EN* **Solution Usage** 0

Description

Captaris® RightFax® documentation.

Solution

Please see attached Captaris® RightFax® documentation for reference.

Guide to the Konica Minolta Extension for Captaris® RightFax®
Guide to the Konica Minolta Connector for Captaris® RightFax®
Setup Utility for Captaris® RightFax® - User's Guide
Operations for Captaris® RightFax® - User's Guide
Notes :
1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® and Guide to the Konica Minolta Extension for Captaris® RightFax® documents are "live".

Solution ID TAUS0603556EN* **Solution Usage**

Description

Power consumption data.

Solution

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To view power consumption data for warm-up, standby, and running modes, see the attachment.
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0626631EN* **Solution Usage**

Description
Is tandem printing or copying supported?

Solution
Tandem printing or copying is not supported at this time.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0658350EN* **Solution Usage**

Description
Can more than one header information be programmed?

Solution
Phase 3 firmware allows up to 20 different header information be programmed. To program header information, perform the following:
1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [1. Header Information] on the touchscreen.
7. Touch [Sender Name] on the touchscreen and input the sender's name using the keypad displayed on the touchscreen. To enter additional headers select Sender Name Registration.
8. Touch [OK] on the touchscreen and input the sender's fax number using the keypad displayed on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen to return to the normal screen.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0700572EN* **Solution Usage**

Description
How to input the main body serial number.

Solution
To input the main body serial number, perform the following:
1. Press the Utility Key.
2. Press Details, Stop, 0, 0, Stop 0, 1.
3. Press System 1.
4. Press Serial number.
5. Enter the main body serial number and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701027EN* **Solution Usage**

Description
FK-502, how to set up Fax ABBR Dial (Abbreviated Dial one-touch).

Solution
To set up Fax ABBR Dial (Abbreviated Dial one-touch), perform the following:
1. Press the Utility/Counter button.
2. Select #1 One Touch Registration.
3. Select #2 Fax.

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4. Select # 1 Address Book.
5. Select # 1 Abbr. Dial.
6. Select New.
7. Select Name, and type the name that will be associated to this fax one-touch (optional).
8. Select OK.
9. Select Line Setting, and select the desired settings accordingly (Overseas TX, ECM On/Off, Check Destination, Line 1, 2, or No Selection).
10. Select OK.
11. Select Tone, and enter a known valid fax number with optional pauses if needed (example: 9 p 1 p 8601234567).
Note : Notice the one-touch number that is now associated with this one-touch (example: No. 0020) and the Index of the location of the name; this will becomethe one-touch.
12. Touch OK, and clear 5 times to get back to the main screen.
13. From the main screen of the MFP select the Fax button.
14. Select Abbr. Dial (A) and type in the fax one-touch number (No. 0020) or just go to the Address Book and select the name that is associated to the fax one-touch.
15. Put the document to be faxed into the ADF andpress the start button.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701072EN* **Solution Usage**

Description

Is tab printing or copying supported?

Solution

Tab printing or copying is not supported.

Solution ID TAUS0701168EN* **Solution Usage**

Description

How to enable/disable the diagnostic code that is output along with the NG of a fax transmission report.

Solution

To enable/disable the diagnostic code that is generated along with the failed NG of a fax transmission report,perform the following:
1. Enter Service Mode.
2. Select FAX.
3. Select List Output.
4. Under the List Output Setting, select the desired ON/OFF of the Journal Diagnostic Code Addition.
5. Exit, OK, out of Service Mode and back to the main screen.
Note : This is used in conjunction with the printed report of a failed TX report. See solution on How to Enable a TX report after fax transmission TAUS0657010EN0* and/or TAUS0653229EN0*.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0701378EN* **Solution Usage**

Description

FS-514, maximum paper specification for fold and staple.

Solution

The maximum paper specification for fold and staple is 90 g/m2.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0702138EN* **Solution Usage**

Description

How to disable/enable the fax line monitor sound.

Solution

To disable/enable the fax line monitor sound, perform the following:
1. Enter Administrator Mode.
2. Select Fax Setting.
3. Select Multi line setting (dual fax board).
4. Select Telephone Line Setting.
5. Select Line Monitor Sound and enable or disable it.

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6. Exit Administrator Mode.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702361EN* **Solution Usage**

Description
Where to findmanuals and other product documentation.

Solution
Most documentation (manuals, etc.) can be downloaded from the MyKonicaMinolta.com Supported Models Library or from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab.

Solution ID TAUS0702418EN* **Solution Usage**

Description
Can printing be performed when using a host name instead of a TCP/IP address via DHCP?

Solution
Printing can be performed when using a host name instead of a TCP/IP address via DHCP. The Microsoft® Windows 2000 or 2003 Server must be set to Dynamically update DNS A and PTR records for DHCP.
Note :See attached screen shots for settings. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702591EN* **Solution Usage**

Description
Negative double-image every 4-5 inches with all colors.

Solution
CAUSE: Primary transfer voltage was set to outside the adjustable range of the
+5to -5 adjustment.

SOLUTION: Set theprimary transfer voltage to 0 and perform gradation adjustments.

Solution ID TAUS0702779EN* **Solution Usage**

Description

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After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0702859EN* **Solution Usage**

Description

Scan to SMB option is missing under the Direct Input tab of the Scan Function.

Solution

CAUSE: SMB is possibly disabled in the network.

SOLUTION: Check that the SMB TX is enabled:
1. Web into the machine under the Administrator.
2. Select the Network tab.
3. Select SMB Setting.
4. Select Client Setting.
5. Set SMB TX to ON.
6. Hit apply, followed by OK and log out.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702889EN* **Solution Usage**

Description

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703363EN* **Solution Usage**

Description

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.
Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0703455EN* **Solution Usage**

Description

Can one phone line be shared for voice and for fax?

Solution

The specification requires the unit be connected to a dedicated analog PSTN line.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0703523EN* **Solution Usage**

Description

FK-502, how to program the receive mode to Auto RX or Manual RX.

Solution

To program the receive mode to Auto RX or Manual RX, perform the following:
1. Press the Utility/Counter key.

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2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7 Fax Setting] on the touchscreen.
6. Touch [3 Telephone Line Setting] on the touchscreen.
7. Touch [Receive Mode] on the touchscreen.
8. Touch [Auto RX] or [Manual RX] on the touchscreen as desired by the customer.
9. Touch [Close] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703711EN* **Solution Usage**

Description
FS-514, how to enable/disable job offset.

Solution
To enable/disable job offset, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Input the Administrator password (default password 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Setting] on the touchscreen.
6. Touch [2 Output Setting] on the touchscreen.
7. Touch [4 Offset Each Job Setting] on the touchscreen.
8. Touch [ON] or [OFF] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703824EN* **Solution Usage**

Description
How to set up dual-line faxing so both lines can TX and RX.

Solution
To set up dual-line faxing so both lines can TX and RX:
1. Enter Admin mode.
2. Select Fax Settings.
3. Select Multi-Line Settings.
4. Program Line 2 setting to TX & RX.
5. Exit Admin mode.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800082EN* **Solution Usage**

Description
Is thereadifference between a 1301 error code and a C1301 error code?

Solution
The 1301 error code refers to a paper feed issue with Tray 3.The C1301 error code refers to the finishing option cooling fan motor, M9. When troubleshooting a problem, refer to the correct documentation for each error code.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0800126EN* **Solution Usage**

Description
How to banner print from a Macintosh®.

Solution
Macintosh®does notsupport banner printing.
The supported OSs are Microsoft® Windows 2000 Professional, Microsoft® Windows XP Home and Professional, Microsoft® Windows Server 2003.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800133EN* **Solution Usage**

Description

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Clarification of PK-515 Punch Kit and Modification Kit.

Solution

As clarification to bulletin "PK-510 Punch Kit Out of Inventory" (#07-GB-069 attached), the PK-515 (Item #A0DHWY1) with the Modification Kit (Item #PK-510MODKIT) will also work with the FS-514 (Item #9J08621) for the bizhub C252/C300/C352/C352P.
Please note that the PK-510MODKIT is offered as a spare part. The PK-510MODKIT must be orderedfor each customer installation.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0800248EN* **Solution Usage**

Description

How to enable/disable Auto Color Selection (ACS).

Solution

To enable/disable Auto Color Selection change software switch #53 from hex 00=> 01 thenturn the main switch OFF/ON. See attached Bulletin Number 6313 for additional information.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0800320EN* **Solution Usage**

Description

ML-501, how to configure the machine to forward faxes from both lines to a SMB folder.

Solution

Only one line can be set to forward to a SMB folder.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800403EN* **Solution Usage**

Description

How to print SAP R/3barcodes.

Solution

In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.
Currently the best andeasiestway to print SAP barcodes is to attached a device from Typehaus to the MFP.
This device has been tested and it complete compatible with SAP barcodes. This device is so sophisticated that you need not configure it with an TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.
To Purchase this device contactTypehaus at: http://typehaus.com . Be sure to mention your affiliation with Konica Minolta.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800433EN* **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID TAUS0800548EN* **Solution Usage**

Description

When using the firmware imaging tool the computer gets a Read error 0003, the system cannot find the path specified.

Solution

CAUSE: The temp folder may be missing from the root of the C: drive.

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SOLUTION: Check and make sure the temp folder is on the root of the C: drive. Create it if it is missing.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800657EN* **Solution Usage**

Description

Installation instructions for the Microsoft® Windows NT 4 PostScript driver.

Solution

InstallMicrosoft® Windows NT 4.0 Service Pack 6a CD-ROM when installing the PostScript driver for Microsoft® Windows NT 4.
Why isthe SP 6a CD-ROM necessary for installing?
1. PostScript driver for Microsoft® Windows NT 4 needs the related file of Microsoft® PScript4.
2. The related file of PScript4 is includedon theCD-ROM of Service Pack 6a. However, the related file of PScript4 is not installed automatically when using Service Pack 6afor Microsoft® Windows NT 4.
3. Konica Minolta had a redistribution contractfor the related file of PScript4 with Microsoft®, but the contract expired in December 2006.
4. Due to the expiration of the redistribution contract,the related file of PScript4 cannot be includedon the CD-ROMfor the PostScript driver.
For details, please refer to the attached files.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800692EN* **Solution Usage**

Description

Does the Parameter Chip come standard with the replacement board?

Solution

The Parameter Chip does not come standard on the new boards.
Note : The Parameter Chip must be ordered online, as with the NVRAM. Please see page 6 of attached Bulletin Number5783. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800742EN* **Solution Usage**

Description

How to enable FTP Publishing Services on Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.

Solution

Please have the Network Administrator perform the setup procedures mentioned in the attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : I386 files may be required. The instructions are for Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800791EN* **Solution Usage**

Description

How to enable/disable functions that are difficult to count or manage such as PC-Fax, HDD TWAIN, Box Operator, PS Job Spooler, etc.

Solution

To enable/disable functions that are difficult to count or manage,perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Input the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [9 Security Setting] on the touchscreen.
6. Touch [7 Management Function Setting] on the touchscreen.
7. Touch [3 Network Function Setting] on the touchscreen.
8. Touch [Allow] or [Disable] on the touchscreen as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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Solution ID TAUS0800946EN* **Solution Usage**

Description

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt,PING the TCP/IP address of the device and then perform the command, arp –a .
The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.
To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

Solution ID TAUS0800958EN* **Solution Usage**

Description

Why are there numerous fuser jams when running 11x17, duplex and full bleed with 100% coverage?

Solution

Printing or copying originals at 100% coverage/fill is not supported and willcause fuser jams.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801040EN* **Solution Usage**

Description

How to find/display the MAC address in a Macintosh® OS X environment (versions 10.1, 10.2, 10.3, 10.4, 10.5).

Solution

Please perform the procedures mentioned in the attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801045EN* **Solution Usage**

Description

How to check Java version on a Macintosh® OS 10.X.

Solution

To check Java version on a Macintosh® OS 10.X:
Open a Finder window=> select the base HD=> select Applications=> select Utilities=> select Java.All installed versions of Java will be listed.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801064EN* **Solution Usage**

Description

Will print be inhibited when transfer belt unit life is exceeded?

Solution

Printing will be inhibited when the maximum number of printed pages is reached for the transfer belt unit. See the table below for the maximum page count for each machine.

Machine

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Maximum number of printed pages

C250/C252

151,037

C300

148,386

C352

148,687

C351/C450

402,000

C203/C253/C353

180,000

C451/C550/C650

550,000

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801078EN* **Solution Usage**

Description

How to insert an image from a scanner into a Microsoft® Word 2007 document using a TWAIN driver.

Solution

Please perform the step-by-step procedure mentioned in the attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801251EN* **Solution Usage**

Description

FK-502, part number for the MK-704 (128MB) DIMM module, which is depicted on page E-1, accessory part number 4, of the MK-704 Installation Manual.

Solution

MK-704 (128MB) DIMM module(p/n 4037608601).
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801266EN* **Solution Usage**

Description

Serial number and meter reading location.

Solution

Serial Number : Located on the UL label on the left side of machine.
Meter : Mechanical counter accessed by opening front door.Located on left side above the power switch.
Software counter accessed by pressing Utility/Counter button on Operation Panel.
Note : Please see attachment.
SPECIAL NOTE: Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801301EN* **Solution Usage**

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Description

How to insert an image from a scanner into a Microsoft® Word 2007 document.

Solution

INTRODUCTION
This document describes how to insert an image from a scanner into a Microsoft® Office Word 2007 document.

MORE INFORMATION
To insert an image from a scanner into a Microsoft® Word 2007 document, follow these steps:
1. Installthe Konica Minolta TWAIN driver.
2. Start Microsoft® Word 2007.
3. On the Insert tab, click Clip Art .
4. In the Clip Art pane, click Organize clips .
5. Select the Device (current TWAIN driver).
6. Select Device from the Device List and select Connect .
7. Makea selection from this screen.
8. Placethe document on the platen glass of theMFP or documentsin the document feeder.
9. Select Scan from the TWAIN driver.

Note : Please see attachment for complete details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801489EN* **Solution Usage**

Description

FK-502, is there a way to stop fax SPAM?

Solution

Currently there is no machine setting that will stop fax SPAM.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801520EN* **Solution Usage**

Description

The price lists and configuration sheets list two different item numbers for the FS-514.

Solution

Item #9J08621 is compatible with both the bizhub C252 and bizhub C352, as well as the bizhub C300 (Item #9J08611, which has been discontinued,is only compatible with the bizhub C352/C300 series and not with the bizhub C252).

Note : Please refer to attached Marketing Bulletin 06-77-077. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801629EN* **Solution Usage**

Description

FK-502, how to enable/disable Dial Tone Detection.

Solution

To enable/disable Dial Tone Detection, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Fax] on the touchscreen.
5. Touch [Network] on the touchscreen. Dial Tone Detection will be displayed on the touchscreen.
6. Touch [ON] or [OFF] as desired by the customer.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801638EN* **Solution Usage**

Description

Where is the Image Controller option in Tech Rep mode?

Solution

The bizhub C250/C252 did not have an option for a Fiery® controller.

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SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801731EN* **Solution Usage**

Description
Intermittently user authentication fails when authenticating with Active Directory.

Solution
CAUSE: Incorrect server name is entered for Active Directory authentication, or the server is a secondary or from a trusted domain.

SOLUTION: Enter the name of the server running Active Directory (primary domain controller).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801737EN* **Solution Usage**

Description
FK-502, multi-line, Fax Forwarding, fax troubleshooting.

Solution
Please see the attached document pertaining to FK-502 multi-line, Fax Forwarding, fax troubleshooting. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0801738EN* **Solution Usage**

Description
FK-502, subject change for fax forwarding.

Solution
When forwarding to E-mail, the subject format can be selectedasfollows for Image Receiver Software.
Soft Switch number 28 =00 (hex)
FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]
Note : @@@ represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender,subject of the E-mail will be blank.
**** represents the information of the fax sender.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0801752EN* **Solution Usage**

Description
Fusing Unit pico fuse location.

Solution
Please see attachments for the location of the Fusing Unit pico fuse. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801830EN* **Solution Usage**

Description
When the dual line fax is in use, can each fax line be set to print to a separate output tray?

Solution
Only one output tray can be selected for both fax lines.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801845EN* **Solution Usage**

Description
How to edit a one-touch E-mail address.

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Solution

To edit a one-touch E-mail address:
1. Press utility/counter.
2. One touch user box registration.
3. Create one-touch destination.
4. Address book.
5. Email.
6. Select the E-mail address.
7. Edit.
8. Then edit the address. SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801889EN* **Solution Usage**

Description

Pixel Ratio Screen/Toner Coverage.

Solution

Pixel Ratio Screen also known as Toner Coverage.
To access:
1. Select Utility/Counter.
2. Select Details.
3. Select Toner Coverage.

To print this information along with the meter reading:
1. On the Meter Count Screen, select Print.
2. Select Paper Tray.
3. Press Start.

Note : Please see attachment for sample printout.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801961EN* **Solution Usage**

Description

How to print out a TX or RX fax activity report.

Solution

To print out a TX or RX fax activity report:
1. Press Job list on the Fax screen.
2. Press Fax TX tab.
3.Press Job History.
4.Press Comm. Setting.
5.Press Activity Report, TX Report or RX Report.
6.Press Print. The report will print out.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801964EN* **Solution Usage**

Description

How to confirm a TX or RX.

Solution

To confirm a TX or RX:
1. Press Job List in the Fax screen.
2.Press Print, Fax TX or RX.
3.User Box.
4.Press Job History. Confirm the communication result.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802186EN* **Solution Usage**

Description

Can pre-punched paper be used for copying/printing? What type of paper should not be used?

Solution

Do not use the following types of paper otherwise decreased print quality, paper misfeeds or damage may result.

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OHP transparencies that have already been fed through the machine (even if the transparency is still blank)
Paper that has been printed on with a heat-transfer printer or an inkjet printer
Paper that is either extremely thick or extremely thin
Folded, curled, wrinkled, or torn paper
Paper that has been left unwrapped for a long period of time
Damp paper, perforated paper, or paper with punched holes
Extremely smooth or extremely rough paper, or paper with an uneven surface
Paper that has been treated, such as carbon-backed, heat-sensitive or pressure-sensitive paper
Paper that has been decorated with foil or embossing
Paper of a non-standard shape (not rectangular)
Paper that is bound with glue, staples or paper clips
Paper with labels attached
Paper with ribbons, hooks, buttons, etc., attached
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802224EN* **Solution Usage**

Description

Available settings for extending the life of imaging units.

Solution

Be sure that the latest version of firmware is installed in the machine. Then use the model-specific steps included in attached Bulletin Number 6525 and Bulletin Number 6105 to adjust the IU Life settings.
Notes :
1. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2.To viewthe PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0802261EN* **Solution Usage**

Description

How to change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5:
1. With the document open, select File.
2. Select Print.
3. On the General tab select the printer from the list.
4. On the Setup tab select the desired page size.
5. Select Print to print the job.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0802262EN* **Solution Usage**

Description

How to change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5:
1. With the document open, select File.
2. Select Page Setup.
3. Format For: Select the printer from the list.
4.Page Size:Select the desired page size.
5. SelectOK.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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Solution ID TAUS0802396EN* **Solution Usage**

Description

Does the machine log and entry in the machine history when the machine is down due to a no toner condition?

Solution

The machine does not have the capability to log a no toner condition and only displays a message to replace toner.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802444EN* **Solution Usage**

Description

Changing the toner filter (deodorant filter).

Solution

The toner filter is located in the back of printer. Please refer to attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802654EN* **Solution Usage**

Description

Errors when writing to the CF card via the Firmware Imaging Toolkit.

Solution

CAUSE: Thereis additional setup configuration requiredafter installing the Firmware Imaging Toolkit.

SOLUTION:Procedure by OS:
Microsoft® Windows Vista™
1. Open Control Panel.
2. Open System and Maintenance, and then click on Administrative Tools.
3. Double-click on Local Security Policy.
4. Local Security Policy is opened and Security Settings is displayed in the left portion ofthewindow.
5. Click left side of Local Policies, and then Local Policies is opened.
6. Click displayed Security Options, and then double-click on[Devices: Allowed to format and eject removable media] that is displayed in the right side ofLocal Security Policy window.
7. Change the setting to Administrators and Interactive Users and click OK.
8. After restarting PC, all users can use Compact Flash Card.

Microsoft®Windows XP
1. Open Control Panel.
2. Open Performance and Maintenance, and then clickon Administrative Tools.
3. Double-click on Local Security Policy.
4. Please open the following policy.
Security Settings\Local Polices\Security Options\Allowed to format and eject removable media
5. Select Administrators and Interactive Users,and then click OK.
6. Rebootthe PC to take effect.

Microsoft®Windows 2000
1. Open Control Panel.
2. Open Administrative Tools.
3. Double-click on Local Security Policy.
4. Please open the following policy.
Security Settings\Local Polices\Security Options\Allowed to format and eject removable NTFS media
5. Select Administrators and Interactive Users,and then click OK.
6. Rebootthe PC to take effect.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802733EN* **Solution Usage**

Description

How to enable/disable sleep mode.

Solution

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To enable/disable sleep mode, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 1] on the touchscreen.
5. Touch [No Sleep] on the touchscreen.
6. Touch [Permit] or [Prohibit] on the touchscreen as desired by the customer.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0802764EN* **Solution Usage**

Description
FK-502, how to program the default paper tray for RX fax (Receiving).

Solution
To program the default paper tray to print incoming faxes (receiving RX faxes), perform the following:
1. Press the Utility/Counter key.
2. Touch [Administrator Setting] on the touchscreen.
3. Touch [Fax Settings] on the touchscreen.
4. Touch [TX/RX Setting] on the touchscreen.
5. Go to Page 2
6. Touch [Tray Selection for RX print] on the touchscreen. Select and highlight the desired fax paper tray located on the right side of the screen.
7. Under Job Setting Select Prev or Next to selct the Tray you wish.
8. Touch [OK] on the touchscreen.
9. Press [Close].
10. Press [Close].
11. Press [Close].
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0802819EN* **Solution Usage**

Description
How to set up WebDav from Microsoft® Windows 2000 Server.

Solution
Please perform the procedures mentioned in the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0802879EN* **Solution Usage**

Description
How toaccess Trouble Isolation.

Solution
To access Trouble Isolation:
1. Go into Service Mode.
2. System 1.
3. Trouble Isolation.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0807946EN* **Solution Usage**

Description

How to display the Paper Jam History on the machine touchscreen.

Solution

To display the Paper Jam History on the machine touchscreen, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press STOP-0-0-STOP-0-1.
4. Touch [Counters] on the touchscreen.
5. Touch [Paper Jam History] on the touchscreen. The last 100 paper jams will be displayed on the touchscreen of the machine.
6. Touch [END] on the touchscreen.
7. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0807985EN* **Solution Usage**

Description

Is it possible to use a key counter or vending device and user authentication/account track at the same time?

Solution

It is notpossible -this is a machine limitation. The account track and authentication settings are not available when the plug-in counter or vending mode is enabled. They are not compatible. Either a vending device or user authentication/account track can be used but not both at the same time.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0808234EN* **Solution Usage**

Description

Where are the ICC color profiles stored on a Macintosh OS X system?

Solution

Color Profiles are stored in the Libraries ? Colorsync ? Profiles folder.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808488EN* **Solution Usage**

Description

C-5357 shortly after power ON.

Solution

CAUSE: Obstructed or failed cooling fan motor/1.

SOLUTION: Prior to replacing the cooling fan motor/1 (FM12), perform the following:
1.Check the cooling fan motor/1 connector for proper contact.
2. Inspect the fan housing for dust or other obstructions that restrict the fans rotation.
3.Reseat CNDM2 on PWB-M.
4. Replace cooling fan motor/1 (p/n 9313 1400 81) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0808542EN* **Solution Usage**

Description

How often should the gradation adjustment be perofmred and when.

Solution

In general the printer:

should be calibrated at least once a day depending on the volume of print jobs.
should be performed 30 minutes after the machine is powered on.
should also be performed at least every 1000 copies or less depending on the coverage/fill of the copy/print jobs.
Please refer to attached document for additional detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from

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the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900005EN* **Solution Usage**

Description
Installing and using Cygwin™.

Solution
Please follow the procedures mentioned in the attached documentation.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Below are the sample commands for each model.
COMMANDS : (D:) being the drive letter of the CF Card.
bizhub C200
mkcf tie D:
bizhub C203
mkcf ti25 D:
bizhub C253
mkcf ti 2 D:
bizhub C350/C351/C450
mkcf D:
bizhub C353
mkcf ti1 D:
bizhub C451
mkcf mi3 D:
bizhub C550
mkcf mi2 D:
bizhub C650
mkcf mi1 D:
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0900047EN* **Solution Usage**

Description
How to program the machine functionality when no matching paper is available in tray.

Solution
To program the machine functionality when no matching paper is available in tray, perform the following:
1.Press the Utility/Counter key.
2.Touch [2 User Setting] on the touchscreen.
3.Touch [1 System Setting] on the touchscreen.
4.Touch [3 Paper Tray Setting] on the touchscreen.
5.Touch [3 No Matching Paper in Tray Setting] on the touchscreen.
6.Touch [Stop Printing (Tray Fixed)] or Switch Trays (Tray Priority)] on the touchscreen as desired by the customer.
7.Touch [OK] on the touchscreen.
8.Touch [Exit] on the touchscreen to return to the normal screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0900083EN* **Solution Usage**

Description
How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences.
3.Click on Zoom to scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900103EN* **Solution Usage**

Description

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How to program a fax number.

Solution

To program a fax number, perform the following:
1. Enter the Administrator mode.
2. Select One-Touch Registration.
3. Select Fax Registration.
4. Select Address Book.
5. Select Abbr. Dial.
6. Select the first letter of the name(optional step).
7. Select New.
8. Enter the name of the recipient.
9. Enter the fax number of the recipient.
Note :Press the Pause key if pauses need to be inserted in the phone number, especially when working with a PBX system.
10. Exit the Administrator mode.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0900116EN* **Solution Usage**

Description

Is printing via FTP supported?

Solution

Printing via FTP is not supported on color MFPs.
SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0900580EN* **Solution Usage**

Description

How to increase the timeout value for a PageScope Web Connection session.

Solution

If the utility is used with the cache enabled and Administrator mode has timed out, the timed out page may appear even when PageScope Web Connection is accessed again. In addition, since the machine control panel remains locked and cannot be used, the machine must be restarted with the main power switch. In order to avoid this problem, disable the cache. To disable the cache:
Microsoft® Internet Explorer
1 On the "Tools" menu, click "Internet Options".
2 On the General tab, click the [Settings] button under "Temporary Internet files".
3 Select "Every visit to the page", and then click the [OK] button.

Netscape® Navigator
1 On the "Edit" menu, click "Preferences".
2 Under "Category" on the left, click "Advanced", then "Cache".
3 Under "Document in cache is compared to document on network:", select "Every time".

Mozilla® Firefox
1 On the "Tools" menu, click "Options".
2 Click "Privacy", and then click the [Settings] button at the bottom of the dialog box.
3 Select the "Cache" check box under "Private data", select the "Clear private data when closing Firefox" check box under "Settings", and then click the [OK] button.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900736EN* **Solution Usage**

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.

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4.Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900738EN* **Solution Usage**

Description

Requirements needed for testing and escalation to SSD or ASG of print quality or related issues for Fiery®, CREO©, Emperon and applications.

Solution

Requirements are:

Hard copy samples of issue, with the issue pointed out or circled.
Hard copy samples of what the copies should look like (if possible).
Engine test prints of gradations, halftones at different densities levels, 255, 100, 80, 40.
Mixed halftones at different density levels (see attached Mixed halftones document for additional information).
All machine management and adjustment list printouts.
If relevant, Fiery® configuration page, PostScript and or PCL test page.
If relevant, CREO© configuration page.
Operating System versions (Service packs, 32-bit or 64-bit, etc.), application versions (e.g., Adobe® Acrobat® Pro 8.13), driver versions.
A print to file. PCL or PostScript test print file. This file must have been tested using an LPR command to copy to the MFP and the reported failure observed prior to sending to SSD or ASG.
If applicable, an archive job off of the Fiery® with rasters (RIPped data). This archive should have been tested and verified to contain the reported failure. The archive folder and associated files must be zipped before sending or placed directly on a CD or DVD.
If applicable, an archive off of the CREO© that also contains the rasters (RIPped data)
The original application file. If the problem is with Quark® or InDesign®, we need the file and all of its assets (fonts, linked graphics, etc.). Use the feature “Select Package” within the application for Portability (see attached InDesign file document for additional information). Fill out the wizard, put in the associated ticket number and special instructions of how the job was set up (detailed, including screen shots if available) and a folder name (usually of the ticket number and or name of the account). These files will typically be too large to attach to a ticket or to E-mail and will have to be sent on a CD/DVD.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900739EN* **Solution Usage**

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating “COPY ERROR”, setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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Solution ID TAUS0800615EN* **Solution Usage**

Description

DF-601/DF-608/DF-610/DF-611,small/odd size originals will jam or a part of the image is missing.

Solution

CAUSE: Incorrect settings.

SOLUTION:Set up a memory one-touch for small/odd size originals from the platen glass. Perform the following steps to run custom size paper from the RADF using a memory one-touch:
1.Press the Application Icon.
2.Press the Image Adjustment Icon.
3.Press the Standard Size Icon.
4.Press the Custom Size Icon.
5.Max out the X and Y coordinates.
6.Press mode memory and store the settings.
Note : The programmed memory one-touch will allow odd size originals to be run from the RADF without jamming or cutting off a part of the image.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800646EN* **Solution Usage**

Description

The guide in the transport belt unit is coming off.

Solution

CAUSE: Parts update required.

SOLUTION: There is amodified polyester film and plate to prevent the guide in the transport belt unit from coming off. See attached Parts Modification document for details.
Note : To viewthe PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0808568EN* **Solution Usage**

Description

DF-601, “Misfeed detected. Remove misfeed at circle.” message at power up. This message can be cleared by opening and closing any of the document feeder covers. Performing the ADF Sensor Auto Adjustment will result in all sensors displaying NG status on the display panel.

Solution

CAUSE: The Turnover Sensor PC5-DF is dirty or has failed. This senor can be checked in the ADF Sensor Check. It is listed as the Reverse Senor (Duplex Sensor for the bizhub C350) on the display panel. A status of 1 represents that paper is present and a status of 0 indicates that paper is not present.

SOLUTION: Clean the Turnover Senor PC5-DF andreplace the sensor (p/n 4582 6301 01) if it has failed.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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Solution ID TAUS0700618EN* **Solution Usage** 55

Description

FS-514, codes C7503 (C-7503), J7502 (J-7502), J7503 (J-7503) intermittently and all of the pages from one set do not exit with that set,but are then included with the next set.

Solution

PROBABLE CAUSES:
1. One-way gear on the shaft with the FN6 knob.
Clean or replace the one way gear(s) (p/n 4349 1611 01 - 19T, small and inside) and (p/n 4349 1633 01 - 32T, large and outside).

2. Shear pin on the shaft holder is broken stopping the exit paddle roller from turning. Replace the shaft holder (p/n 9J08160201) if holder is cracked or paddle is worn.
Note : Please see attached pages from Parts Manual for location of the shaft holder.

3. The FS-514 is not properly supported by the castors causing misalignment.
Ensure that the castors and adjusting plates are set so that they touch the floor as illustrated in the installation instructions.

4. Modification to lower exit rollers is necessary.
Wrap electrical tape around the lower exit rollers to improve the diameter as described in the Microsoft® Windows Media video attachment.

5. Insufficient roller pressure.
Replace the 4 pressure springs that push down the exit rollers with a set from the FN-117. The FN-117 springs have less force. Springs are on page 4 of the FN-117 Parts Manual (p/n 4349173202). Please refer to the Parts Manual for component identification and the attached Parts Modification Notice for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

6. Exit roller timing.
Install the attached firmware which will improve the timing of the exit rollers. This firmware is alsoposted onthe Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Notes :
a.Useeither the Firmware Imaging Tool or Cygwin utility. FS-514 firmware files are:

bizhub C352/C300- 9J06-F050-G01-07-000(00).EXE

bizhub C252- 4038-F050-G01-07-000(00).EXE
Checksum for the bizhub C352/C300 and the C252 is F989 .
b. To open the attached ZIP files, WinZip® may need to be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD, Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0801765EN* **Solution Usage** 8

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703395EN* **Solution Usage** 6

Description

Intermittent jamming/misfeeding from paper cassette(s).

Solution

CAUSE: Paper cassettemoves forward due tomachine vibration. The cassette holder is worn/weak and t he "holding power" hasdecreasedover time.

SOLUTION: The shape of holder has been changed, strengthening the power of cassette hold and by installing a Stop Ring (p/n 4348620600).
Install thecassette holdercountermeasure to preventthe cassette from unlockingas explained inattached Bulletin Number 6217.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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Solution ID TAUS0800831EN* **Solution Usage** 1

Description
C-2152 (C2152).

Solution
CAUSE: In addition to the causes listed in the Service Manual (1st Image Transfer Pressure/Retraction Position Sensor, PC6; Main Motor, M1; the 1st Image Transfer Pressure/Retraction Clutch, CL3; and the Mechanical Control Board, PWB-M), check for paper stuck in the paper path. For example, paper in the fuser section could block a sensor causing the C-2152 code.

SOLUTION: Remove any paper stuck in the machine.
SPECIAL NOTE : Solution contribution by Steve Gastineau, Ultrex Business Products.

Solution ID TAUS0802282EN* **Solution Usage** 1

Description
The paper tray does not detect the paper size. The control panel indicates ??? instead of the actual paper size.

Solution
CAUSE: The paper in the tray may have been cut to size and the actual size of the paper is not recognized as a standard size by the MFP.

SOLUTION: Remove the paper from the tray and measure it to determine if it is a standard size (i.e., Letter, Legal, Ledger).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0808044EN* **Solution Usage** 1

Description
PK-501/PK-510/PK-515 installation caution.

Solution
The mylarmay be bent or damagedwhen the technician installs the punch unit. Please refer to the attached Technical Information Notice for detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801674EN* **Solution Usage**

Description
FS-514/FS-519, jamming in exit section on 8.5x11R (landscape) paper.

Solution
CAUSE: Exit Paddle is worn or damaged.

SOLUTION: Replace the Exit Paddle (p/n 9J08 1605 01).
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0808174EN* **Solution Usage**

Description
How to print envelopes from Microsoft Word®.
When printing envelopes from the bypass tray, there may be a message to load paper in the bypass.

Solution
The steps that follow describe the procedure to print on a standard #10 business envelope.

1. Place a #10 envelopeon the bypass tray of the MFP.
2. Register the paper size and paper type of bypass tray using the MFP control panel: Custom paper size => X=9 1/2, Y=4 1/8,Paper type => envelope.

3. Install the C250 PCL Driver on a PC running Windows XP.
4. Open the Microsoft Word® file, and selectEnvelope Com10 on the Page Setup menu.
5. Set the printer driver setting as:
Original size => Com10

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Paper tray => bypass tray
Paper type => Envelope

SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0900162EN* **Solution Usage**

Description

Machine will not print color when thick paper (11x17 only) is fed from the bypass tray. The machine will indicate a jam when THICK paper selected.

Solution

Escalations System Support has escalated this issue to the Engineering Center in Japan for review and possible correction.
If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.
For phone advisors, please attach to this solution so that an automatic E-mail will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

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Solution ID TAUS0658258EN* **Solution Usage** 25

Description

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE:A vulnerability was corrected in early firmware where excessive SMB traffic can causethe NICto drop off.

SOLUTION:Please use the following firmware version or higherto correct this issue.
IC-611 (bizhub PRO 1050)
Ver.30-COC0
IC-203 (bizhub PRO 920)
Ver.20-COC0
IC-202 (bizhub 600/bizhub 750)
Ver. 30-CH
bizhub 360/420/500
Version 30
bizhub C450/C351/C250/C252/C352/C300
(Phase3.03/Ver.I8)
Notes :
1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
a. Provide answers to the following questions:

What type of network environment is the customer using?

What is the network speed?

What is the NIC speed on our engine?

When the device goes down can it be PINGed orbrowsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static TCP/IP address or is it dynamic (DHCP)?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s)which aretrying to utilize the machine?

What type of 'special' applications are utilized by people who print to the device?
b. If a bizhub 600/750/PRO 920, you can perform a Hyperterminal session and set transfer to text to create text file that shows the controller activity.
c. Perform an Ethereal network packet capture. Instructions are attached.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0701860EN* **Solution Usage** 11

Description

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:
1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

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4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1.
Note : Refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

Solution ID TAUS0703832EN* **Solution Usage** 11

Description

“Deleted Due To Error, No Account Set For Group Auth” message when printing with Account Track and the Macintosh® Intel® 10.4 latest version driver on a Macintosh® 10.5 'Leopard'.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Tentative releaseof Macintosh® OS 10.5 'Leopard' drivers is 4/2008.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0701255EN* **Solution Usage** 10

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:
A. Essential vCare Technician troubleshooting tools
B. Email Communication Requirements
C. Additional Requirements
D. Troubleshooting when a email communication test fails
E. EMAIL Server Considerations
F. Determining the type of Authentication required on a Mail Server, through telnet
G. Ethereal network capture to diagnose email connectivity issues
H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
I. Verifying through the vCare web application that MFP setup is complete
J. Example Mail Server logs which record a CSRC Communication Test and reception of a “setup email”
K. Advanced Email Communication Troubleshooting

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657732EN* **Solution Usage** 5

Description

Finishing options are not being applied to multiple Microsoft® Excel 2000/2002/2003 worksheets using PCL or PostScript drivers.

Solution

CAUSE: Microsoft Excel will treat each worksheet as a “separate” print job. Refer Microsoft® Knowledge Base article Q214383. The URL is http://support.microsoft.com/default.aspx?scid=kb;en-us;214383 .

SOLUTION: There are two workaround options for this issue:

To configure the first option, perform the following:
1. Select first spreadsheet.
2. Click on File.
3. Click on Page Setup.
4. Click on Option button.
5. Select finishing options (i.e., duplex, stapling) from driver properties.
6. Click OK.
7. Select next spreadsheet.
8. Repeat steps2 through7 until finishing options are set for all applicable speadsheets.

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To configure to setup the finishing select as the default, perform the following:
1. Access printer driver list (Microsoft® Windows XP is "Printer and Faxes").
2. Right-click on the print driver.
3. Click‘Set as Default Printer’ for the workstation.
4. Click on Properties.
5. Click on Advanced tab.
6. Click on Printing Defaults.
7. Set the finishing options.
8. Click OK twice.

Notes :
a. These steps must be performed on a local print driver with login having manage or full rights to the local print driver.
b. The drivers migrated from Microsoft® Windows 2000 or 2003 server then apply these settings from server print driver under “Printing Defaults”.
c. These settings will be applied to every print job built by the print driver.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0702214EN* **Solution Usage** 5

Description

When attempting to print with account track enabled, the job log details indicate "No account set for group authentication."

Solution

CAUSE: Missing TCP/IP setting.

SOLUTION:To allow printing with account track authentication enabled, perform the following:
1. Open the driver Printer Properties.
2. Click onthe Configure tab.
3. Click the "Acquire Settings" button.
4. Select "Specify IP Address or Printer Name."
5. Enter the TCP/IP address of the MFP.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0630339EN* **Solution Usage** 4

Description

Printing from Microsoft® Word, when attempting to print a 5.5x8.5 booklet (onto 8.5x11R paper) the output is always on 11x17.

Solution

CAUSE: Scale to Paper Size is not set properly in Microsoft® Word.

SOLUTION: From the Microsoft® Word print dialog box, set Scale to Paper Size to 5.5x8.5.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703546EN* **Solution Usage** 4

Description

Printing from any driver using an Adobe® CS3 Suite application is very slow. The print job maycomplete quickly, but the application indicates that it is still printing for a long period after the actual completion. The application is unavailable to perform any other tasks during this period.

Solution

CAUSE: A compatibility issue between a native Intel® application, like Adobe® CS3 Suite applications and the Intel® versionMacintosh® OS 10.4x.

SOLUTION: The best workaround for this issue is to hide the Macintosh® DOCK. The problem appears to be related to how the application interacts with the DOCK while it is visible. Auto-hiding theDOCK through preferences will correct this printing deficiency. Adobe® and Apple® have not officially acknowledged this problem, even though it affects printing using any print driver.

SPECIAL NOTE : Solution contribution by Bill Ehmke and Ed Bellone, ESS/SSD

Solution ID TAUS0700252EN* **Solution Usage** 3

Description

How to default a Macintosh® driver to black & white.

Solution

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The drivercannot bedefaulted to black & white on a Macintosh®. This is a limitation of the operating system. Howevera PRESET can be made in the driver for black & white printing by performing the following:
1. Select FilePrint andfrom the PRINT box, select the drop-down from the second box under the presets box.
2. Select QUALITY.
3. Select the drop down for SELECT COLOR.
4. Select GRAYSCALE (or the desired functionalityto besaved as a preset like duplex, finishing options, etc.).
5. Select PRESETS, then SAVE AS….
6. Name the file (example: Black & White).
7. Select OK. Select this saved PRESET of Black & White wheneverblack & white printing is required.

SPECIAL NOTE : Solution contribution by Ed Bellone and Chuck Tripp, Production Print/SSD

Solution ID TAUS0701532EN* **Solution Usage** 3

Description

Account tracking or Authentication is not available in the driver on a Microsoft® Windows Vista™ 32-bit client PC.

Solution

CAUSE: Microsoft® Windows Vista™ built-in drivers for Konica Minolta printers are only PPD-based and do not have the Account track and Authentication options.

SOLUTION: Install the Microsoft® Windows XP digitally-signed PCL or PostScript driver which will function on the Microsoft® Windows Vista™ 32-bit client PC.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800748EN* **Solution Usage** 3

Description

"Error on Page" displayed when selecting Network Tab using Microsoft® IE6 and IE7.

Solution

CAUSE: The Web Browser is not refreshing the pages fast enough.

SOLUTION: On Microsoft® IE6 perform the following:
1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Temporary Internet Files.
5. Select Settings.
6. Under 'Check for newer versions of stored pages', change to 'Every visit to page'.
7. Click OK, OK.

On Microsoft® IE7 perform the following:
1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Under Browsing History, select Settings.
5. Under 'Check for newer versions of stored pages', change to 'Every time I visit the webpage'.
6. Click OK, OK.

Notes :

a. Please delete all cache settings on Microsoft® Internet Explorer.

b. Please refer to attached documentation for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0703476EN* **Solution Usage** 2

Description

When printing from Microsoft® Office Excel, aseparate print job for each copy is created, and then sentto the MFP or printer.

Solution

CAUSE: When the Collate checkbox in the print dialog box is selected (checked), Microsoft® Office Excel creates the separate print job for each copy. For example, ifselecting Collate in the print dialog box and entering 3 for number of copies, 3 jobs are created when printing the document. This is the specification for Microsoft® Office Excel. Thefollowing link is the explanation from Microsoft http://support.microsoft.com/kb/211474/en

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SOLUTION:Clear theCollate checkbox on the Print dialog andselectthe Collate checkbox on the Basic tab in the driver settings.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800366EN* **Solution Usage** 2

Description

When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801522EN* **Solution Usage** 2

Description

In PageScope Data Administrator (PSDA) version 4, when performing Settings for multiple devices (through the "Setting for multiple devices tab", when Editing or Adding accounts), the Data Export completes, but with errors and no information can be written to other devices. This issue occurs with alldevices communicating using OpenAPI version 2.x.
Additionally, Japanese characters appear in the "Permitted Functions" section when performing Settings for multiple devices (through the "Setting for multiple devices tab" when Editing or Adding account information).

Solution

CAUSE: Updated version of PageScope Data Administrator is required.

SOLUTION: These issues have been addressed with the release of PageScope Data Administrator 4.0.4110 which is available for download via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT : It is necessary to first uninstall the existing version of PSDA version 4.x and the Device setup utility from Add/Remove Programs, reboot the PC, then install this current version.
The following have been changed from the previous version:
Fixing the problem as follows:

The permitted functions show as Japanese characters.
An error occurs to acquire the information of the account group box which does not support in OpenAPI version 2.X of the device.
The following version of the firmware of the product that connects to this application must be used.
Note : For information on the firmware version of your product and upgrades, contact a service center or the dealer where you purchased the MFP product.
bizhub C450/C351 Phase 2.0 (Card version A7 [4037-0100-G00-B6-***]) or later
bizhub C250 Phase 2.0 (Card version 88 [4038-0100-G00-75-***]) or later
bizhub 750/600 Phase 2.0 (Card version 20 [57AA-0100-G00-20-***]) or later
bizhub 500/420 Phase 2.0 (Card version 20 [50GA-0100-G00-20-***]) or later

System Requirements
Supported OS:
Microsoft® Windows 2000 Professional (SP4 or later)
Microsoft® Windows XP Professional/Professional x64 Edition (SP1 or later)
Microsoft® Windows Vista™ Business/Enterprise/Business x64 Edition/Enterprise x64 Edition

Microsoft® .NET Framework 2.0 (Microsoft® Windows 2000)
Microsoft® .NET Framework 2.0 SP1 (Microsoft® Windows XP)
Microsoft® .NET Framework 3.5 (Microsoft® Windows Vista™)

Network:Properly configured TCP/IP protocol.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0703029EN* **Solution Usage** 1

Description

CF card programming with Cygwin© and Imaging ToolKit 2006.

Solution

When testing Imaging ToolKit 2006 and Cygwin© (version based on the bizhub C550), two small problems appeared which can be both eliminated to get the tools working properly.
1. The Imaging Toolkit 2006 needs to be extracted first. Do not try to install it out of the archive otherwise there will be an error message about a missing file.
Note : The latest version of Imaging ToolKit 2006 is available via the Konica Minolta Download Selector under Utilities. Access the Selector from SSD Web

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Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached Release Notes for additional detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
2. Embedded Cygwin © was not working "out of the box". Microsoft® Windows Vista™ reported some memory problems. This issue could be solved by enabling the compatibility mode "Windows XP SP2" for the application "bash.exe" located in the bin folder of Cygwin/bin folder of bizhub C550 firmware.
Note : Please refer to attached file for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0800367EN* **Solution Usage** 1

Description

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution

CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0800544EN* **Solution Usage** 1

Description

Only the first worksheet of a workbook is duplexed when printing from Microsoft® Excel.

Solution

CAUSE:Microsoft® Excel prints each worksheet as a seperate print job; this is a limitation on Excel.

SOLUTION: To print the entire Microsoft® Excel workbook duplexed, follow this workaround:
1. In Microsoft® Excel select the first worksheet.
2.Select File.
3. SelectPrint.
4. Select Properties.
5. In the print driver select Duplex.
6. Select OK.
7. Select Cancel in the print dialog box.
Repeatsteps 1-7 for each worksheet in the workbook.
8. Select File.
9. Select Print.
10. Select Entire Workbook.
11. Select OK.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800601EN* **Solution Usage** 1

Description

When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution

CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802710EN* **Solution Usage** 1

Description

Error code 2039when performing CSRC (CS Remote Care). TX/RX test is not sent to Lotus ® Domino™ email server.

Solution

CAUSE: The engine will not complete the TX/RX test if the ‘Short name’ field is not populated, becausethe engine will not receive proper POP3 response from email server.

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SOLUTION: Enter a name in the 'Short name' field. It is recommend to usethe hostname (the portion to the left of '@' in the engine's email address). The attached file is ascreenshot showing the Lotus® Domino™ 'Short name' field.

Note: To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0808166EN* **Solution Usage** 1

Description

When printing a B/W page from Microsoft® Office Publisher 2003/2007 color page click is counted.

Solution

CAUSE:When printing, Publisher is defaulted to print as Composite RGB.

SOLUTION: Change it to Composite CMYK. Please perform the following procedure:
1. Select File.
2. Select Print Setup.
3. Select Printer Details Tab.
4. Select Advanced Printer Setup.
5. Select the Separations Tab.
6. Under Output, select Print colors as: Composite RGB (this willgenerate color page clicks).
7. Change it to Composite CMYK.
8. Select OK.
9. Select OK.
10. Now you can print the Document.

Note :Please see the attached files forcomplete step-by-step procedure. To viewan AVI, Microsoft® Windows Media Playerversion 9 or newer must be installed. Downloadat:
http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx .
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0808221EN* **Solution Usage** 1

Description

How to print from Microsoft Vista® Photo Gallery with user authentication or account track enabled in the PCL or PostScript® print driver.

Solution

The attached document contains theprocedure to print from Microsoft Vista® Photo Gallery with user authenication or account track enabled.
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0808581EN* **Solution Usage** 1

Description

Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution

For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.
Note : Depending on the MFP model and the PageScope application, these settings may differ.
This setting will affect most PageScope applications:
Admin Mode
1. Press the Utility button.
2. Select Administrator mode - Security button -Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which PSES function is being used):
Open API
1. Press the Utility button.

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2. Select Administrator mode.
3. System Connection – Open API.
4. Set to Allow.
5. Select Exit.

Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.
Default SNMP v1/v2 settings

Admin mode=> Network Setting=> SNMP Setting
Read=> Public
Write=>Private
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0650771EN* **Solution Usage** 0

Description
Cannot connect to PageScope Box Operator.

Solution
CAUSE: Incorrect settings.

SOLUTION: Ensure that, in Admin Mode, Network Setting=> PageScope Web Connection (PSWC) is set to Enable and that in Admin Mode=> Security Setting=> Mangement Function Set=> Network Function Set is set to Allow.
Notes :
1. If this selection is not present, upgradeMFP firmware version to the latest. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. If unable to connect as Public User, a specified user name and password is necessary.

Solution ID TAUS0701197EN* **Solution Usage**

Description
Macintosh® Intel O/S 10.4 losing connection after a few print jobs.Macintosh® must be rebooted to restore printing.

Solution
CAUSE: Corrupt or improperly installed driver.

SOLUTION: Completely remove and re-install the driver according to the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702004EN* **Solution Usage**

Description
MT-501, cannot print to the mailbin after upgrading to I8 firmware.

Solution
CAUSE: Print driver was not upgraded after upgrading machine firmware.

SOLUTION:Upgrade PostScript/PCL print drivers to version 3.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0703335EN* **Solution Usage**

Description
Why, when printing to HDD using PCL driver, doesa warning message appears before storing the job?

Solution
To eliminate the popup window update the PCL driver. Pleaserefer tothe following.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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bizhub C450
1. Release version and download file name
Following program version is explained in this file.

[Release version]

Product name	
Program name	KONICA MINOLTA C450 PCL Driver
Based version	03.02.02.00
Release version	03.02.02.02
Language	English
Installation type	Add type
Note	Windows 2000/XP/Server2003

[Download file name]
c450_pcl_win2k_xp_2k3_v03020202_en_add.exe
PRI_DLBT0703015EN.doc (this file)

2. Where changed
This program is released for the following purpose.

This driver is released for the following purpose.
And, please install this special driver only to the PC of a necessary customer.

When selected “Save in User Box” and “Save in User Box and Print” in Output Method, the confirmation dialog for setting doesn’t show.

3. Restrictions
None

4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA C450 PCL Driver.
However, using with latest version program is recommended.

5. How to install
5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.

bizhub C252/C252P
1. Release version and download file name
Following program version is explained in this file.

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[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

C252

KONICA MINOLTA C252/C252P PCL Driver

03.02.01.00

03.02.01.08

English

Add type

Windows 2000/XP/Server2003

[Download file name]
c252_pcl_win2k_xp_2k3_v03020108_en_add.exe
PRI_DLBT0703014EN.doc (this file)

2. Where changed
This program is released for the following purpose.

This driver is released for the following purpose.
And, please install this special driver only to the PC of a necessary customer.

When selected “Save in User Box” and “Save in User Box and Print” in Output Method, the confirmation dialog for setting doesn’t show.

3. Restrictions
None

4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA C252/C252P PCL Driver.
However, using with latest version program is recommended.

5. How to install
5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.

bizhub 500/420/360
1. Release version and download file name
Following program version is explained in this file.

[Release version]

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Product name

Program name

Based version

Release version

Language

Installation type

Note

ic204

KONICA MINOLTA 500/420/360 PCL Driver

03.01.00.00

03.01.00.06

English

Add type

Windows 2000/XP/Server2003

[Download file name]
ic204_pcl_win2k_xp_2k3_v03010006_en_add.exe
PRI_DLBT0703017EN.doc (this file)

2. Where changed
This program is released for the following purpose.

This driver is released for the following purpose.
And, please install this special driver only to the PC of a necessary customer.

When selected “Save in User Box” and “Save in User Box and Print” in Output Method, the confirmation dialog for setting doesn’t show.

3. Restrictions
None

4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA 500/420/360 PCL Driver.
However, using with latest version program is recommended.

5. How to install
5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID TAUS0800604EN* **Solution Usage**

Description
Paper size in printer driver not defaulting to 8.5x11 when printing from Macintosh® OS 10.5.

Solution
CAUSE: Printer driver requires update.

SOLUTION: Download printer driver version 2.6.3 (bizhub C450/C352/C351/C300) or version 3.1.4 (bizhub C250/C252).

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Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800834EN* **Solution Usage**

Description

An application is terminated when choosing a preset setting associated with paper tray selection.

Solution

Applies to :
Macintosh® OS X version 10.5 drivers for the following models:

Model Name OWN /Generic

Driver Versions

bizhub C450 / 35C-1

2.6.3

bizhub C351 / 35C-2

2.6.3

bizhub C352 / 35C-3

2.6.3

bizhub C250 / 25C-1

3.1.4

bizhub C252 / 25C-2

3.1.4

Note : Macintosh® OS X version 10.5 drivers for other bizhub Color MFP such as C253/C353/C451/C550/C650 and Generic Versions of those models do not have this problem.
To reproduce :
1.Open a document (example: Microsoft® Word).
2.Select Print from Menu.
3.Select Paper feeding and then select one of the trays, but not “Auto Select”.
4.Save the setting.
5.Click Print or Cancel to close the print dialog
6.Select Print from the menu and then select Standard in the list.
7.The application will be terminated.
Status :
This is a confirmed problemwith the printer drivers listed above. The driver update istentatively scheduledfor release around the 2nd or 3rdweekof May 2008.

Solution ID TAUS0801330EN* **Solution Usage**

Description

When attempting to unpack the Macintosh® driver (a file in .sit format) thefile is opened in Microsoft® Word instead of uncompressing it.

Solution

CAUSE: Stuffit® is not installed on the computer.

SOLUTION: Please download and install Stuffit® on the Macintosh®.

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SPECIAL NOTE : Solution contribution byJohn Meyer, North Shore OfficeMachines.

Solution ID TAUS0801342EN* **Solution Usage**

Description

PDF/Microsoft® Word mixed original sizes (8.5x11, 8.5x14) are printing on one size paper.

Solution

CAUSE:Incorrect setting within the driver.

SOLUTION: Check and disable PostScript Passthrough within the driver. Select File ? Print ?Properties ?Advanced Properties ?PostScript Passthrough.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0801364EN* **Solution Usage**

Description

Driver problem for Macintosh® OS 10.5.

Solution

A working application will be suddenly shut down when “Standard” is selected in the Presets in the Print dialog after any menu except “Standard” (e.g.: “Last Used Settings") is selected and "print" is executed. Please refer to the attached file for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Workaround 1
1.Display the Print dialog.
2.Select “Auto select” in “All pages from” in “Paper feed”.
3.If the Preset has already been saved, select “Save” in the presets, and then execute the printing. If “Last Used Settings” has been selected, execute the printing.
4.Display the Print dialog once again.
5.Select “Standard” in the Presets.

Workaround 2
1.Select the Driver which has the problem, in “System Preferences”, and then select other driver (e.g.: generic Postscript Printer) in “Print Using” in “Driver”.
2.Display the Print dialog.
3.Change to the Driver which has been selected at Step 1, in “Printer” in the Print dialog. If the Print dialog of the Driver which had been selected at Step 1 has already been displayed, it is not necessary to be changed it.
4.Select “Standard” in the Presets.
5.Change back to the MFP Driver in “Print Using” in “Driver”.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801431EN* **Solution Usage**

Description

When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the PageScope Box Operator (PSBO)application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION:If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0801784EN* **Solution Usage**

Description

Unable to print with Microsoft® Windows Vista™ and account track enabled.

Solution

CAUSE: The printer driver is corrupted and must manually deleted.

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SOLUTION: Manually delete all driver files. If unable to delete certain driver files, contact the SSD Hotline for further support.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801980EN* **Solution Usage**

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802060EN* **Solution Usage**

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE:The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design).The margins are not set correctly and produces the offset.

SOLUTION:Create or obtain a new WSCST (Workstation Customization Object)with the following keyword in it.
DATASTREAM=HPPCL5
Replace the line with the following:
DATASTREAM=HPPCL5I
Thiswill tell HPT to image the form instead of rasterize it.
Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.
When the job is sent, the form should be inline with the text.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802249EN* **Solution Usage**

Description

Slow printing after upgrading firmware.

Solution

CAUSE: The print driver was not updated after the machine firmware was upgraded.

SOLUTION: Update the print driver to the most recent version available. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0802499EN* **Solution Usage**

Description

Customer application closes when the Phone Book is accessed in the PCL Fax driver.

Solution

CAUSE: The Phone Book in the Fax driver has exceeded 1000 entries.

SOLUTION: In order to proceed, the number of entries in the Phone Book must be kept under 1000.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0807883EN* **Solution Usage**

Description

PROBLEM: When logged into Pagescope Web Connection, the session times out before all settings are made.

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Solution

CAUSE: Incorrect settings within Internet Explorer.

SOLUTION: Enter Internet Explorer, select tools, then internet options.On the general tab, select temporary internet files. Next, select settings, then set check for newer versions of stored pages to every visit to the page.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0808457EN* **Solution Usage**

Description

Errors when printing with account track on a Macintosh® OS 10.5 system.

Solution

CAUSE: Standard Macintosh® drivers are installed on an Intel®Macintosh® system.

SOLUTION:Install Intel® Macintosh® drivers whichare available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
To verify which Macintosh® hardware versionis being used, select the Apple® icon in the upper left corner of the screen then select About This Mac .Intel® is the newer system, Power PC® is the older (standard) system.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0900441EN* **Solution Usage**

Description

SMB printing for Emperon controllers.

Solution

Please perform the step-by-step procedures outlined in the attached document. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0653114EN* **Solution Usage** 30

Description
C-D3xx codes.

Solution
CAUSE: The machine performs a CRC check on the NVRAM against the NVRAM image stored on the MFP board. The C-D3xx codes will be indicated if the checksums do not match.

SOLUTION: C-D3xx codes can be cleared by pressing Stop, 0, 7, 1, 3, 9. This will display a "*" button. Press this button andpower the machine OFF/ON.
What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM.There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.
WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup.This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM.If this is the case then the NVRAM and MFP board will have to be replaced as a set.
Notes :
1.One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.
2. If a corrupt NVRAM is suspected, please try performing a Data Clear.This can be found in the Tech Rep mode.
IMPORTANT : All programmed addresses will be cleared.Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.
If NVRAM replacement is necessary, please be aware that the meters may not be transferred and they might be reset to zero.This is unrecoverable and the correct meters cannot be input.

Solution ID TAUS0642074EN* **Solution Usage** 26

Description
PLEASE WAIT message on the display.

Solution
CAUSE: A possible failed or corrupt NVRAM.

SOLUTION: Verify the NVRAM by swapping it to a known good PWB-MFP. If the results are the same please fill out the online NVRAM/BRU ordering form to obtain a new NVRAM.
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied .
Notes :
1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0702927EN* **Solution Usage** 22

Description
Network menu button is missing from Admin Mode.

Solution
CAUSE: Corrupt NVRAM and/or failed PWB-MFP.

SOLUTION: Perform the NVRAM Recovery Procedure (see attachment for instructions).
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
If NVRAM Recovery Procedure is unsuccessful, replace the PWB-MFP and NVRAM. To receive a replacement NVRAM, please utilize the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MyKonicaMinolta.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

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PART NUMBERS (PWB-MFP)
bizhub C250/C250P/C252/C252P (p/n 4038 0121 06)
bizhub C203/C253 (p/n A02E H342 05)
bizhub C300 (p/n 9J06-H003-01)
bizhub C352/C352P (p/n 9J06-0101-02)
bizhub C353/C353P (p/n A02E H341 05)
bizhub C351/C450/C450P (p/n 4037013104)
bizhub C451/C550 (p/n A00J H020 07)
bizhub C650 (p/n A00J H021 00)
SPECIAL NOTE : Solution contribution by Chuck Tripp and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0652146EN* **Solution Usage** 19

Description

'Warming Up' message remains on the control panel or C-DC00 at power up.

Solution

PROBABLE CAUSES:
1.Poor connection or there are bent pins on the copier-to-scanner interface cable.
Inpect the cable and straighten the pins on the male side and then check that the female connector holes are round inshape and not oval. If the holes are oval-shaped, insert a small pin to reform the hole tomostly round. Reseat the scanner cable connectionto mainbody.

2.After replacing the PWB-M (FPB), the Parameter chip, an8-pin removable chip on PWB-M, was not removed from the old board and installed on the new board.
Carefully remove the IC chip from the original board and install it on the new board.

3.The MFPB has failed (bizhub C300 and bizhub C352/C352P).
Replace the failed MFPB (p/n 9J06H003 01 - bizhub C300 and p/n 9J06 0101 02 - bizhub C352/C352P).

4. ThePWB-Mboardhas failed (bizhub C252/C252P).
Replace the failed PWB-Mboard (p/n 4038 H001 01).

5. Possiblefailed or missing Parameter chip (IC40).
The Service Manual states, on page 67, to relocate IC40 Parameter chip (8-pin chip) when replacing the PWB-MC board.
Please order a Parameter chip by:

calling the Hotline at 800-825-5664, to open a Ticket Number
going to www.mykonicaminolta.com ;select Service tab=> Warranty, Repair & Special Programs => RA Form. Fill outthe RA Form.

Solution ID TAUS0648916EN* **Solution Usage** 15

Description

Blank display with no lit control panel lights.

Solution

PROBABLE CAUSES:
1. Corrupt NVRAM.
Performthe NVRAM Recovery Procedure. If the problem persists, swap a NVRAM from another color MFP (bizhub C250/C252/C352/C353/C451/C550/C650) for testing purposes and see if it corrects the issue. If so, order a new NVRAM (can be downloadedfrom the Download Selector site under Special Firmware).
IMPORTANT : NVRAM initialize: All data except sales counter data will be initialized. Please see the attached documentation for instructions. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
CAUTION : Never format the CF card on color machines. Write the datato the existing info using the Firmware Imaging Toolkit 2006.

2. A bad connection between PWB-C (p/n 4038 0113 05) and PWB-MFP (p/n 4038 0121 06).
Reseat the Wire Harness Assembly between PWB-C and PWB-MFP.
Note : Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is powered ON.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657405EN* **Solution Usage** 12

Description

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Anhourglass is displayed on the operation panel at power up.

Solution

CAUSE: The firmware is corrupt.

SOLUTION:Re-flash the machine to the latest firmware.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0700468EN* **Solution Usage** 11

Description

FS-514, C1183 (C-1183) error code.

Solution

PROBABLE CAUSES:
1.Incorrect tray positioning.
Remove upper and/or lower tray and remount to correct position.

2. The ground wire and the 2 red wires for the sorter door interlock switch are not properly seated.
Inspect the harness and connector for problems with apoor/no connection. Reseat the connection for the door interlock and properly position in the harness.

3.Accessories improperly installed. Error code will occur when outputting paper to Tray 3 because the lower adjust platemay not be in the correct position.
Check for correct installation whenonly OT-601, SD-503 or MT-501 is mounted andwhen OT-601 + SD-503 or OT-601 + MT-501 are mounted.
Position the lower adjust plate in the correct position according to the attached OT-601 Installation Manual. The proper placement of the adjust plate is shown on page E-3, Section III. Installation procedures (if Mailbin Kit/Saddle Stitcher is mounted) are in figure labeled 9J06IXC129DB .To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

4. Finisher may not be level.
Verify that the finisher is level to the main body.

5. Timing abnormalities. If an elevator tray starts to move up when paper is close to the upper position in the tray, trouble code C-1183 might occur because of the upper limit sensor chattering.
There is firmware to help eliminate timing problems. The timer is changed from 100ms to 180ms.The firmwareis available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT :Firmware version 07 (9J08-F050-G00-07-000 CHECKSUM-6881 Finisher.EXE)
is for the bizhub C300/C352/C352P and version CBF-00-007 (4038-F050-CBF-00-007(00) CHECKSUM-A599.EXE) is only for the bizhub C252/C252P.
Note :Concerning the above5 issues, please refer tothe attached "C1183 Check" document for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

6. PC11 sensor is not functioning.
Replace PC11 (p/n 4037 0905 01).

7. Firmware upgrade is suggested along with system settings changes.
The following settings can prevent C-1183 errors.The settings are under “Administrator setting” => “System Setting”.

Set “OFF”for “Sleep Mode Setting”.

Set “OFF”for “Weekly Timer ON/OFF Setting”.

Set “OFF”for “Select Time for Power Save”.
or

Set “Sleep” on “Power Save Key”.

Set “OFF” on “Weekly Timer ON/OFF Setting”.

Set “OFF” on “Select Time for Power Save”.
Update to the following specialfirmware for both of Main body and Finisher and set “01” for
“Switch No.29” on “Software Switch Setting” so that the finisher does not makea stopped position reset.
< Main body firmware >
bizhub C352: Version GCy-G4 (20060914 9J06-F000-GCy-G4-000(00) CHECKSUM-1EBD.EXE) or greater
bizhub C300: Version GCy-G6 (20060914 9J06-F000-GCy-G6-000(00) CHECKSUM-BA1A.EXE) or greater
bizhub C252: Version CBF-00 (4038-F050-CBF-00-005(00)_CHECKSUM-0590.EXE) or greater
<Finisher firmware>
Version G00-07 (9J08-F050-G00-07-000_CHECKSUM-3EA8_Finisher.EXE)
<Procedure>
a. Change “HEX Assignment” of “Switch No.29” to “01” (Initial setting is “00”)
b. “Service mode” => “System2” => “Software Switch Setting”
c. Set “Tray1” for all output on “Output setting” => “Output Tray setting”.

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8. Finisher overdriving downward.
Replace home position sensor (p/n 4037 0905 01) and adjust white actuator of rear side belt (p/n 4349 2046 02).
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD, Greg Lantowski/Gregg Gallant/Ian Lynch, Production Print/SSD, KMBT (Japan) and Christopher Walters ofPrecision Copier Service, Inc.

Solution ID TAUS0702675EN* **Solution Usage** 10

Description

At power upan hourglass is indicated and then the LCD goes blank.

Solution

PROBABLE CAUSES:
1. The PWB-M board has failed.
Replace the failed PWB-M board (p/n 4038H00101).

2. The MFP board has failed.
Replace the failed PWB-MFP board (p/n 4038012106). Be sure toflash the newly installed board prior to MFP operation.

3. The NVRAM is corrupt or has failed.
Contact the SSD Hotline. At this time we will provide the NVRAM recovery file and instructions for the recovery. If this procedure does not resolve the problem the NVRAM will need to be replaced.

Solution ID TAUS0657555EN* **Solution Usage** 9

Description

Machine hangs ("locks up") at Image stabilization screen or Konica Minolta logo screen. This occurs when the FK-502 is installed.

Solution

CAUSE: Communication Journal Data not initialized.

SOLUTION: To initialize the Communication Journal Data:
1. Disconnect HDD connector.
2.Power ON the MFP (C-D004 will be indicated).
3. Initialize the Communication Journal Data in Service Mode.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0656653EN* **Solution Usage** 8

Description

FK-502, able to transmit (TX) a fax, but unable to receive (RX).

Solution

PROBABLE CAUSES:
1. The fax board is installed in the incorrect slot.
Install the fax board in the rear most slot.

2. The Fax (Sub) was set to Set at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:
a. Access the Service Mode.
b. Select the Option Board Status.
c. Select Unset of Fax (Sub).
d. Select End and Exit to return to copy screen.
Note : Also check the following settings:Service Mode => System 1 => Marketing Area Marketing Area = U.S.; Fax Target = U.S. =>End => Exit.
If the problem persists:
a. Trouble reset. Power up holding the Utility button, Trouble Reset, OK.
b. Reinitialize the fax board. Select the following in Tech Rep Mode: Fax, Initialization, highlight Fax Function Parameter and Communication Journal Data, select yes, yes, start. Proceed by following the FK-502 Installation Manual Instructions making sure that the settings are correct.
c. Restore factory defaults. Select the following: Fax button, Utility/Counter Key button, User Setting, Initialize Setting, Factory Default, OK, cycle the power. Proceed by following the FK-502 Installation Manual Instructions. If the preceding steps fail and the problem still persists, perform a DATA CLEAR.
CAUTION : Performing a Data Clear will clear out all one touch accounts (Scan to SMB, FTP, E-mail, etc.). Make sure to back up all accounts by using PageScope Data Administrator. Refer to the Service Manual, page 299, for additional contents that will be cleared when performing a Data Clear and Initialization.
d. Data Clear, select the following: In Tech Rep Mode, System 1, Initialization, highlight Data Clear, press the START button. In approximately 5 seconds the operation panel will go blank for 5 seconds and then come back with RESULTS OK. PLEASE TURN OFF THE POWER AND BACK ON.

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SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0700028EN* **Solution Usage** 8

Description
C1191 (C-1191) error code.

Solution
PROBABLE CAUSES:
1.Aligning bar moving mechanism malfunction.
Check the operation of Align motor /2 (M6 - p/n 9J08 M103 00 2) andPC8 sensor (p/n 4037 0905 01).Replace theFinisher Control Board if deemed necessary(FSCB - p/n 9J08 0101 03).

2. The tray where the paper is stapled is out of place causing the stapling unit to bind,thus PC8 is not turnedON at power up.
Reinstall the tray (p/n 9J08 1504 03) so that the stapling unit is not obstructed.
Note : The tray is shown onP7 (Alignment Section),Key 15 in the Parts Manual (see attached page).
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0701418EN* **Solution Usage** 8

Description
A dim Konica Minolta display only. The machine does not boot.

Solution
bizhub C250/C252
CAUSE:The PWB-M (Mechanical Control Board) has failed.

SOLUTION:Reseat all connectors on PWB-M. Ensure all pins on PWB-M are properly aligned and fully inserted into the connectors when reseating the connectors. Replace PWB-M (p/n 4038 0101 05 for bizhub C250 and p/n 4038 H001 01 for bizhub C252).If the problem persists replace PWB-C (p/n 4038 0113 05).

bizhub C300/C352
CAUSE: PWB-MFPB (Mechanical Control Board) has failed.

SOLUTION: Reseat all connectors on PWB-MFPB. Ensure all pins on PWB-MFPB are properly aligned and full inserted into the connectors when reseating the connectors. Replace PWB-MFPB (p/n 9J06 H003 01) as necessary.If the problem persists replace IPB (p/n 9J06 0113 03).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703058EN* **Solution Usage** 8

Description
FS-514, C7503 (C-7503)and paper does not fully exit the finisher.

Solution
This has been escalated to Japan and thebelow procedure is only a countermeasure until a final resolution is received.

CAUSE: Excessive greaseapplied tothe one-way gear on the shaft with the FN6 knob or the paddle pin has cracked the holder.

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SOLUTION: Clean or replace the one way gear (p/n 4349161101), scuff the shaft of FN6 or, if the pin has cracked the holder to the paddle, replace it(p/n 9J08-1602-01).
Note : Please see attachment for location of the holder. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0703093EN* **Solution Usage** 8

Description
Recovery procedure for CF cards.

Solution
Beforethe Recovery Procedure:

Download the firmware file again and verify that the same problem reoccurs.

Download the firmware file from another computer using a LAN line.
If a CF card was accidentally or otherwise formatted for use with Microsoft Windows®, it is no longer useful as a device for installing firmware to the MFP.
Attached,is a recovery procedure to fix this issue.The procedure uses a diskHEX editor toremove the data which prevents the MFP from loading the firmware.

CAUTION : It has been tested by the field successfully, however, if the procedure is not followedcompletely, damagecan result in the CF card, which may also damage the MFP.
SSD and KMBS holds no responsibility for the use or misuse of the procedure and the software that it references.
Note : The attached file will extract the PDF procedure and the Disk HEX editor files. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

This procedure does not apply to the CF card for the C200 series because itcan use the FAT file format. It does not recognize FAT32 or any other format.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE,Cesar Jimenez, Production Print/SSD, and Craig Blyther, ASG/SSD

Solution ID TAUS0657470EN* **Solution Usage** 7

Description
C-D201 (CD201) at power up and unable to clear the code.

Solution
CAUSE:Failed memory; memory in the wrong slot.

SOLUTION: Perform the Memory bus check in the Tech Rep Mode (State confirm, Memory Bus), for the scanner and Printer.Check and reseat each of the memory slots on the MFP board. Remove one-at-a-time and perform the memory bus check.
DIMM 0 = 256MB (p/n 4037 6076 01)
DIMM 1 = 256MB
DIMM 2 = 128MB
Replacefailed memory as necessary.

Solution ID TAUS0648761EN* **Solution Usage** 6

Description
FK-502, unable to transmit faxes.

Solution
CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting perform the following;
1. Access the Administrator mode.
2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0649162EN* **Solution Usage** 6

Description

C-D231 is indicated shortly after power up.

Solution

PROBABLE CAUSES:
1. The 128MB memory may be installed in the wrong slot.
Check to see if the memory module provided with the fax option has been inserted in the lower slot of three on the PWB-MFP board. If there is more than one memory board installed and there is uncertainty as to which memory module to insert, check the size of the memory. The one used for the fax option is slightly larger than the other memory modules. Make sure this larger module is inserted in the lowest slot.
If the memory module is inserted correctly, try removing the memory and then cleaning the pins with alcohol. Reinstall to the lower slot. If the C-D231 error persists, the fax option should be replaced.

2. The Fax option is set with no fax kit installed.
Disable the fax option:
a. Enter Service mode.
b. Select System 2.
c. Select Option Board Status.
d. Ensure Fax (Main) and Fax (Sub) are both Unset.

3. Memory DIMM is not installed or cannot be recognized by the system.
Install the required Memory DIMM (packed with Enhanced option board). Ensure that the Memory DIMM is installed correctly into the socket. Try to use a different Memory DIMM if the previous remedies fail.

Solution ID TAUS0701329EN* **Solution Usage** 6

Description

Configuration Page header is printing as Generic 25C-x or 35C-x.

Solution

CAUSE: Incorrect settings.

SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C450/C352/C300/C252/C250, perform the following:
1.Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Bin Assignment "00000000".
6. Hex Assignment "00".
7. Click on Fix.
8. Click on End.
9.Power the copier OFF/ON.
10. Print another Configuration Page. Page Headershould now be changed.

To change the Configuration Page header to Konica Minolta bizhub C250P/C352P/C450P, perform the following:
1.Press the Menu/Select key.
2.Press the down arrow key 4 times to select “Tech. Rep. Mode”.
3.Press the right arrow key. Enter the Tech. Rep. Mode password 9, 2, 7, 2, 9, 2, 7, 2.
4.Press the Menu/Select key.
5.Press the down arrow key 16 times. “Software SW” will appear.
6.Press the right arrow key. “Switch No.” and “1” will appear.
7.Press the Menu/Select key. “1” will start blinking.
8.Press the up key and change this number to “10”. Whenpressing “Menu/Select” key, the above settings will be saved and the display will show “Bin Assignment” and “00000000”.
9. Press the down arrow key and the display will change to “HEX Assignment” and “00”. Then press the down Menu/Select key. The “00” will blink.
10.Press the right arrow key and the 1st digit will blink. Change setting to “00”.
11.Press the Menu/Select key to fix the value. The display will change to “Software SW”.
12.Cycle the main power switch OFF/ON.
Note :Header Information:
Generic 25C-1 = C250
Generic 35C-3= C352
Generic 35C-1= C450
Generic 25C-1P= C250P

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Generic 35C-3P= C352P
Generic 35C-1P= C450P
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702203EN* **Solution Usage** 5

Description
FS-603, jams when 2-point stapling more than one set of booklets.

Solution
CAUSE: Main body/FS-603 firmware compatibility.

SOLUTION: Flash the machine with special firmware GC8-K3. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0703663EN* **Solution Usage** 5

Description
FK-502, unable to receive or transmit.

Solution
CAUSE: Corrupt firmware, hard drive or memory.

SOLUTION: Format the hard drive and re-flash the machine if needed. To format the hard drive perform the following:
1. Enter the Tech Rep mode.
2. Select State Confirmation.
3. Select Memory/HDD Adj.
4. Press the down arrow and select HDD Format.
5. Press the Start key, format the hard drive Physical and then Logical.
Notes :
a. Perform a data clear if needed.
b. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800047EN* **Solution Usage** 5

Description
FK-502, intermittent T81 and T82 errors when faxing.

Solution
CAUSE: The fax target area is set to 'Japan'.

SOLUTION: Set the fax target to 'U.S.' by performing the following procedure:
1. Enter Tech Rep mode.
2. Press System 1.
3. Press Marketing Area.
4. In the lower right hand corner of the touchscreen, press Fax Target and scroll to 'U.S.'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656943EN* **Solution Usage** 4

Description
Error R38 when receiving faxes. Faxes are going into Memory RX.

Solution
CAUSE:Possible Noise and/or crosstalk in the phone line.

SOLUTION:Perform a Data Clear.Re-check and re-enter all the Fax Settings like Marketing and Fax Target set to U.S. and Fax Main is Set.If the problem persists, the local telephone company needs to check and repair the phone line.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702225EN* **Solution Usage** 4

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Description

Error scanning to SMB and FTP; changing the file name allows the file to transfer.

Solution

CAUSE:Invalid character in the default naming convention of the file name.

SOLUTION:The default naming convention is based on the machine name. Rename the machine and remove the invalid character. To change the machine name perform the following:
1.Press the Utility key.
2.Select Administrator Setting.
3.Select Administrator/Machine Setting.
4.Select Input Machine Address.
5.Rename the machine to remove the invalid character.
6. Exit to normal operating screen.
SPECIAL NOTE : Solution contribution by Gregg Gallant and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800017EN* **Solution Usage** 4

Description

The hourglass is indicated at power up and then the panel goes blank.

Solution

CAUSE: The NVRAM is corrupt.

SOLUTION: Please contact the SSD Hotlinefor the file and instructionsneeded to reset the NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0653733EN* **Solution Usage** 3

Description

C455x shortly after power up.

Solution

CAUSE: Failed laser unit (C4551 - Cyan; C4552 - Magenta; C4553 - Yellow; C4554 - Black).

SOLUTION: To confirm the failure of one of the laser units, perform the following:
1. Power the copier OFF and remove the power cord from the wall.
2. Switch the position of the laser unit with one of the other laser units.
3. Plug in the power cord and power the copier ON.
4. The failure code should change dependent upon the new location. Replace the laser unit as necessary.
MODEL PART NUMBER
C250 4039 R713 00
C252 4039 R723 00
C300/C352 9J06 R727 00
SPECIAL NOTE : Solution provided by Rob Dillon, Henry Hall Office Products.

Solution ID TAUS0656685EN* **Solution Usage** 3

Description

C-C163 (CC163) at power up and the code cannot be cleared. Operation panel may be dimly lit.

Solution

PROBABLE CAUSES:
1. This error may occur afterflashing the MFP firmware. It signifies a ROM contents faultyerror due to incorrect or corruptedfirmware being installed.
Reinstall thefirmware verifyingthat the firmware file and checksum corresponds to thecorrect machine. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2.The DC Power Unit (DCPU) has failed. (bizhub C300/C352)
Replace the DCPU (p/n 9J06620101).

3. The PRCB ROM has failed. (bizhub C451/C550/C650)
Replace the PRCB (p/n A00J H001 06) and reflash machine firmware.

4. This error may occur after replacing PWB-MC because the incorrect PWB-MC is installed. (bizhub C351/C450)
Install the correct PWB-MC (p/n 4037780402 for bizhub C351 and p/n 4037780303 for bizhub C450).

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5. This error may occur intermittently afterreplacing PWB-MFP. It is possible the ribbon cable on PWB-MFP was not fully seated. (bizhub C252)
Remove and reseat the ribbon cable on PWB-MFP.

6. Early version base firmware installed.
Please update firmware to most current base level available. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez/Gregg Gallant/Ed Bellone/Gary Scimeca, Production Print/SSD and Tom Kelly/Mike Galletta, Workgroup/SSD

Solution ID TAUS0658014EN* **Solution Usage** 3

Description
C3201 (C-3201). Jams at fuser; papernot crumpled, just stops.Jam history indicates 3201 jams.

Solution
PROBABLE CAUSES:
1.Fusing Drive Motor failure to turn.
Check connections on the Fusing Drive Motor and make sure it is working properly.Check Fusing Unit for proper connection.Change the bizhub C250 PWB-MFP(p/n 4038012106)or the bizhubC300/C352 PWB-PRCB (p/n 9J06012106).FlashMFP with current firmware.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

2. The FS-514 finisher exit motor (M4)has failed.
Replace the finisher exit motor(p/n 9J08 M102 00).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

3. Applies to bizhub C250/C250P/C252/C252P only .
Jam is incorrectly detected due to malformed (by heat) fuser actuator.
Replace the Fusing Unit witha modified Fusing Unit (Lot Number for modified Fusing Unit: 071129)orinstall the modified heat-resistantActuator(p/n 4038-5728-03) into theexisting Fusing Unit. Current Fusing Unit part numbers - 4038 R773 00 forbizhub C252/C252Pand 4038 0754 00 for bizhub C250/C250P.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703752EN* **Solution Usage** 3

Description
Diagonal void lines on CMY test prints.

Solution
CAUSE: The applicableimaging unit has failed.
Note :See attached sample image.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SOLUTION: Replace the applicable imaging unit.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800016EN* **Solution Usage** 3

Description
The job list is not displayed on the operation panel.

Solution
CAUSE: The job list is not enabled to display on the operation panel.

SOLUTION: The enable the job display feature perform the following procedure:
1.Press the Utility key.
2.Press User Settings.
3.Press Display Settings.
4.Press Sub Screen Display.
5.Press Job List and then OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800595EN* **Solution Usage** 3

Description

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C5102 (C-5102)at power up.

Solution

CAUSE: The main motor (M1) has failed.

SOLUTION: Replace M1 (p/n 4038M10100). If the problem persists replace PWB-M (p/n 4038 0101 05 for bizhub C250 and p/n 4038-H001-01 for bizhubC252).
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0656230EN* **Solution Usage** 2

Description

CB003 (C-B003), CB115 C-B115) and/orCB116 (C-B116).The error(s) may be indicated after installing the Dual Line Fax kit and initializing it or in the morning when the machine was in the Auto shut OFF mode.

Solution

PROBABLE CAUSES:
1.Incorrect items at installation.
Required items:
The ML-501, Fax Multi-Line Kit (Item #4599X001) alongwithFax Kit (FK-502) and Mounting Kits

MK-703/MK-704 for bizhub C351/C450

MK-706 for bizhub C300/C352

MK-704/MK-706for bizhub C250

2.Corrupted orfailed Fax Board/Fax Kit.
Replace eitherMK-706 (Mount Kit) orFK-502 (Fax Kit).It will be necessary to order an Enhanced Option Kit (Item #15LBX002 for bizhub C250/C252/C300;Item #7640X029 for bizhub C203/C253/C353; Item #7640X023 for bizhub C352; Item #15LBX001 for bizhub C351/C450) or Fax Board(Item #15LB for bizhub C451/C550/C650).
Note : Make sure to flash the Fax Board to current firmware levels matching the main body. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. FAX driver error; FAX board non-responsive (no response after initialization). Installation of fax board #1 in the wrong slot (dual-line configuration).
To correct:

Reseat the Fax Board.
IMPORTANT :If a dual-line configuration,ensure thatfax board #1 is installed in the rear slot, not the center slot.

Make sure Fax (Main) is SET in the Service Mode. To Set the Fax (main) option board status perform the following:
a. Access the Service Mode.
b. Select System 2.
c. Select Option Board Status.
d. Set Fax (Main).
e. Select End and Exit to return to copy screen.

Initialize the fax board. Select the following in Tech Rep Mode:
a. Fax.
b. Initialization.
c. Highlight Fax Function Parameter and Communication Journal Data.
d. Select Yes, Yes, Start.

If the problem persists replace the Fax Board, FK-502.
PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)

4. Failed MK-706 (Enhanced Option Connection - Mounting Kit).
Replace MK-706 (Item #4599471).

5. MFP isset for Multi-Fax but the hardware is configured incorrectly or is missing.
Check if there is a Multi-line Fax Kit (need 2 FK-502 and 1 ML-501). If not, go into Service Mode => System 2 => Option Board Status => Unset Fax [Circuit2]; Fax [Circuit 1] should be the only oneset unless the two (2) FK-502 kits areinstalled. Replace the Fax Board (FK-502) if necessary.
If the problem persists, initialize the Fax Board (Service Mode =>Fax =>Initialization). PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0657419EN* **Solution Usage** 2

Description

CFB52 and/or CFB53 codes when performing gradation or copying. The error may occur after only one copywhenusing the ADF (DF-601/DF-608).

Solution

CAUSE: The Wire Harness Assembly (Scanner Interface Cable)is loose or damaged.

SOLUTION: Check the Wire Harness Assembly for bent pins and reseat it. If damaged, replace it.

Part Number	Model	Connection
9J06 N101 00	C300/C352 Image Processing Board	to Printer CB
4036 6861 01	C351/C450 Image Processing Board (PWB-C)	to Copier Board (PWB-CF)
4038 6862 01	C250/C252 Image Processing Board	to MFP CB

Solution ID TAUS0700416EN* **Solution Usage** 2

Description

C-2651, C-2652, C-2653 or C-2654error code.

Solution

CAUSE: Cyan (C-2651),Magenta (C-2652), Yellow (C-2653) or Black (C-2654)Imaging unit EEPROM Access Error. The rewritten data, which has been read out, checked and found as error.

SOLUTION: To correct, perform one or more of the following:

1. Clean the connection between the Imaging Unit and the machine.
2. Reinstall the Imaging Unit.
3. Replace the Imaging Unit.

P/N	ITEM
4062201	Black Imaging Unit
4062301	Yellow Imaging Unit
4062401	Magenta Imaging Unit
4062501	Cyan Imaging Unit

4. Replace the PWB-M Mechanical CB (p/n 4038-0101-05 for bizhub C250/P and p/n 4038 H001 01 for bizhub C252/P).
5. Flash theMFP with current firmware.

Note :The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

To allow the machine to continue to operate after an image unit has reached end of life, perform the following:

a. Enter the Service mode.
b. Enter Security mode (Stop, 0, Clear).
c. Press IU Life Stop Setting and select Not Stop, then End.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0700971EN* **Solution Usage** 2

Description

C4551, C4552 or C4553 laser malfunction codes.

Solution

CAUSE: Either theSOS Signal is not detected even after the lapse of a given period of time after starting the laser output orthe SOS Signal is not detected for a given period of time during printing or IDC sensor adjustment.

SOLUTION: There are a few steps that can be followed to troubleshoot:
1. Swap the laser with one of another color. Is a different C455xerror code indicated?
2. If so, replace thefailed Print Head Unit (p/n 4039-R723-00).
3. Reseat the connections on PWB-D and PWB-M
4. Re-flash theMFP with current firmware.
5. Replace PH Interface Board -PWB-D (p/n 4038-0105-03).
6. If the problem persists, replace the Mechanical Control Board -PWB-M (p/n 4038-H001-01)
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701962EN* **Solution Usage** 2

Description

Service code C-D00F (CD00F).

Solution

CAUSE: This can be caused by a failed HDD or MFPB.

SOLUTION: To determine if the HDD has failed, perform the following steps:
1. Go to Tech Rep Mode and select Machine Adjust.
2. In Machine Adjust select Memory/Hard Disk Adjust.
3. In this screen select HDD R/W test.
4. If this test comes back 100% OK, then go to HDD Format and select Physical Format.
5. If this causes the Copier to cycle power, the HDD has failed.
6. Replace the HDD (p/n 9J06M70000 - bizhub C300-C352, p/n 4037609501 - bizhub C250-C252-C351-C450 , p/n A00JM72100 - bizhubC203-C253-C353-C451-C550-C650).
7.If the HDD still causes the code replace the MFPB (p/n A02EH34205 - bizhub C203-C253, p/n A02EH34105 - bizhub C353, p/n A00JH02007 - bizhub C451-C550, p/n A00JH02100 - bizhub C650, p/n 4038012106 - bizhub C250-C252, p/n 9J06012106 - bizhub C300-C352, p/n 4031013104 bizhub C351-C450)
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702683EN* **Solution Usage** 2

Description

Unable to reset the counter after a new Transfer Belt has been installed. C-FB55, C-FB56, C-FB57, C-FB58 error codesmay be intermittent.

Solution

PROBABLE CAUSES:
1.Electrical noise (static) generated at the transfer belt unit section affects machine control.
To improve the new detection accuracy of the Transfer Kit, the method of installing the point of the contact to the rail has been changed. Install the modifiedgrounding spring onto the frame of the transfer belt unit. Please perform the procedures mentioned in Bulletin Number 5186 (bizhub C250/C250P/C252/C252P) and Bulletin Number 5627 (bizhub C300/C352/C352P).
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. The two terminal plate/contacts that come in contact with the Transfer Belt are contaminated or are not making proper contact preventing the reset fuse from opening.
Clean and adjust the terminal plate/contacts as needed.

3. The wires to the transfer belt unit may be disconnected.
Remove the left cover (p/n 4038 1024 04) and verify there are2 wires connected to the transfer belt unit connector. The upperconnector shouldbe blue and the lower connector should be red.

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4. The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.
A new unusedtransfer belt unit must be installed, this will reset the life counter for this unit.

Transfer belt for bizhub C250/C250P/C252/C252P -Item #4038077700

Transfer belt for bizhub C300/C352/C352P - Item #9J06R70400

Solution ID TAUS0702746EN* **Solution Usage** 2

Description
Scan to E-mail PDF attachment not arriving to E-mail client.

Solution
PROBABLE CAUSES:
1. Binary division is set to a size that is small enough that all E-mails are divided.
To disable binary division, perform the following:
a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
b. Enter the administrator password (default is 12345678).
c. Select network setting followed by E-mail setting.
d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
e. Exit after making the changes.

2. Max Mail Size is set to a size that is small enough that all E-mails are divided.
To disable Max Mail Size, perform the following:
a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
b. Enter the administrator password (default is 12345678).
c. Select network setting followed by E-mail setting.
d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
e. Exit after making the changes.

3. File Type is set to Single page.
Set the File Type setting to Multi page. To change the File Type setting, perform the following:
a. Press the Scan button on the operation panel.
b. Select Scan setting.
c. Select File Type.
d. Select Multi Page to have the entire sent as a single file.
e. Select Single Page to create a file for each page scanned. For double-sided scans, a file is created for every two pages scanned.
Note : JPEGs will always send as separate E-mails. Only PDFs and TIFFs can be sent as multiple pages.
SPECIAL NOTE : Solution contribution by Jim Behrends and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703603EN* **Solution Usage** 2

Description
FS-514, the 2nd or 3rd page in a staple job is misaligned by approximately 3mm when stapling a set.

Solution
CAUSE: A holder in the finisher was broken. The plastic pin that holds it to the shaft has sheared off.

SOLUTION: Please replace the holder (p/n 9J08 1602 01). For location of the holder, please refer to the attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703699EN* **Solution Usage** 2

Description
SERVER CONNECT ERROR message and unable to scan to SMB.

Solution
CAUSE: The file path contains spaces.

SOLUTION: The file path cannot contain spaces. Remove all spaces in the file path.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0703820EN* **Solution Usage** 2

Description
Single page or multi-page PDF is not listed in the Scan options.

Solution
CAUSE: The HDD isset to Uninstalledin Tech Rep mode.

SOLUTION:Set the HDD to Installed, follow these procedures:
1. Enter Tech Rep Mode.
2. Select System 2.
3. Select HDD.
4. Set to Installed.
5. Exit Tech Rep mode and cycle the power on the printer.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800009EN* **Solution Usage** 2

Description
The NETWORK icon is missing in Administrator mode.

Solution
CAUSE: The NIC is corrupt and must be reset.

SOLUTION: Contact the SSD Hotline to obtain the file needed to reset the NIC. This issue is addressed inattached Bulletin Number 5783.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800391EN* **Solution Usage** 2

Description
MEMORY OVERFLOW is indicated when printing a 19-page PDF document from Adobe Reader® 8 and only when selecting booklets.

Solution
CAUSE: The memory on the main body is scrambled.

SOLUTION: Perform a System Error Clear:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialize.
4. Press System Error Clear and press the Start Key.
5. Power the unit OFF/ON using the main power switch.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800556EN* **Solution Usage** 2

Description
C-D010 (CD010)after replacing the hard disk drive (HDD).

Solution
CAUSE: Hard disk drive not formatted. Hard disk drives do not come pre-formatted.

SOLUTION: Perform the below procedure to format the HDD:
1.Access Service Mode.
2.Select [State Confirmation] on the touchscreen.
3.Select [Memory/HDD Adj.] on the touchscreen.
4.Select [HDD Format] on the touchscreen.
5.Select [Physical Format] on the touchscreen.
6.Press the Start button on the control panel. When formatting result displays “OK” turnOFF the main power switch, wait for 10 seconds, and then turn it back ON. When the machine powers up again it will still indicate “C-D010”.
7.Ignore the malfunction code and access Service Mode again.
8.Select [State Confirmation] on the touchscreen.
9.Select [Memory/HDD Adj.] on the touchscreen.
10.Select [HDD Format] on the touchscreen.
11.Select [Logical Format] on the touchscreen.
12.Press the Start button on the control panel. When formatting result displays “OK” turnOFF the Main Power Switch, wait for 10 seconds, and then turn it back ON.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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Solution ID TAUS0800638EN* **Solution Usage** 2

Description
Intermittent Connection Timeout Error when scanning to E-Mail.

Solution
CAUSE: Heavy network traffic causing connection to timeout before data transmission is completed.

SOLUTION: Increase the Connection Timeout Setting by performing the below procedure:
1. Access the Administrator Mode.
2.Select [Network Setting] on the touchscreen.
3.Select [E-Mail Setting] on the touchscreen.
4.Select [E-Mail TX (SMTP)] on the touchscreen.
5.Select [Fwd.] on the touchscreen three times untilreaching screen 3 of 4.
6.Press [+30] on the touchscreen untilreaching the desired timeout value. The default setting is 60 seconds. The value can be set from 30 to 300 seconds.
7.Select [OK] on the touchscreen.
8.Select [Close] twice on the touchscreen.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801066EN* **Solution Usage** 2

Description
"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution
CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive withtwo connector types. Switch connectors. If this does not resolve issue, contact HECON® for assitance in obtaining correct connector for specific device.
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Support: service@densi.com
Web Site: www.densi.com
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801571EN* **Solution Usage** 2

Description
The touchscreen display is dimly lit with the Konica Minolta logo continually displayed at power ON.

Solution
CAUSE: PWB-M has failed.

SOLUTION: Reseat all connectors on PWB-M. Replace PWB-M (p/n 4038 H001 01) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801652EN* **Solution Usage** 2

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Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player(Version 9.0.115.0)

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 2) for bizhub C451/C550/C650/C203/C253/C353, versionGWJ-K1 for bizhub C252/C252P/C300/C351, version GWJ-K0 for bizhub C352/C352P/C450/C450P, version GWJ-K0 for bizhub C250/C250P, version GUC-13 for bizhub 501/421/361 and version 30-D4for bizhub 600/750. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Notes :
1.Please make sure to read the attached zipped Release Notes for other enhancements. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To viewthe zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
3. Please see attached Web sample of the error.
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0802895EN* **Solution Usage** 2

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

Workgroup Models
In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.
CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.
Turn the MFP off and back on. (It is important tocycle the power.)
After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.
For detailed information,refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

PRO Models
The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.
In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0655833EN* **Solution Usage** 1

Description

C6751 (C-6751) at power up.

Solution

CAUSE: Possible failed CCD unit (Charge Coupling Device) or scanner assembly (bizhub C200 only).

SOLUTION: Check for possible extraneous light and correct as necessary.Clean the lens, mirrors and CCD surface if dirty. Replace the CCD if necessary(p/n 4038 0769 00 for bizhub C250/C252; p/n 4037 0754 00 for bizhub C351/C450; p/n 9J06 R721 00 for bizhub C300/C352; p/n A02E R724 00 for bizhub C203/C253/C353). Replace the bizhub C200 scanner assembly if necessary (p/n A02F PP02 00).
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0658114EN* **Solution Usage** 1

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Description

C-F023 (CF023) error code along with P6, P7, P8 and P9 stabilizer errors.

Solution

CAUSE: Memory on PWB-ES not fully 'seated'.

SOLUTION: Reseat the memory on PWB-ES.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701314EN* **Solution Usage** 1

Description

Intermittent C-6103 (C6103).

Solution

CAUSE: A firmware update is required.

SOLUTION: Update firmware to version I8 or above.
Note : The firmware is available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
6. Select a Product Group and then a Product (model). A File Type and OS are optional selections.
7.Click on ? Show .
8. All product-related downloads are listed with the most current at the top of each category.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702237EN* **Solution Usage** 1

Description

Printing slowly; jobs do not print immediately. Machine status under the History Detail indicates that the machine is RECEIVING.

Solution

CAUSE: Improper setting at the machine.

SOLUTION: Change the PAGE PRINT by performing the following:
1.Enter Admin Mode.
2.Select #1 System Setting.
3.Select # 2 Output Setting.
4.Select # 1 Print\Fax Output Setting.
5.Select and highlight PRINT and change to PAGE PRINT from batch print under the Job Setting.
6.Exit and Close back to the main copy screen.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702267EN* **Solution Usage** 1

Description

C-9401 (C9401) service code that will not clear.

Solution

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CAUSE: After installing a new PWB-C there may be a poor connection of the cable between the CCD and the PWB-C or the CCD wiring harness is defective.

SOLUTION: Make sure the CCD is coming on and the scanner is moving to home position when power is supplied to the copier. If the exposure lamp is illuminating, check the flat cable between the CCD and the PWB-C. If seated properly and the C-9401 error persists, replace the CCD wire harness (flat cable - p/n 4037 6819 01).
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0702330EN* **Solution Usage** 1

Description
The finisher is not detected when the machine ispowered ON. Although "Close the section" is indicated if the the finisher door opened.

Solution
CAUSE:Incorrect DIPSW settings.

SOLUTION:When a newfinisher board is installed,DIPSW-1should be ON andthe rest of the SW should be se to OFF. Additionally, new EPROMs are blank andmust be programmed with the latest firmware.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Vartkes Tashjian, Production Print/SSD

Solution ID TAUS0702698EN* **Solution Usage** 1

Description
Data Light is constantly on.

Solution
CAUSE: Corrupted data.

SOLUTION: To correct:
1. Perform a Data Clear.
2. Go into Service Mode =>System 1 =>Initialization =>Data Clear.
CAUTION : Before performing a Data Clear make sure to backupone-touches andTCP/IP addresses becauseall will be cleared.
Note :On machines witha fax unitinstalled, the constant data lightproblem may be causedif an incoming fax is received(RX) while updating the firmware.To avoid this, disconnect the phone line before loading firmware.
SPECIAL NOTE : Solution contribution byBill Hall, Workgroup/SSD and Cesar Jimenez/Ian Lynch, Production Print/SSD.Additional information provided by Ramon Tappan, KMBS/Danka.

Solution ID TAUS0702878EN* **Solution Usage** 1

Description
P-21 code.

Solution
CAUSE:The contactsfor HV1 are misaligned and/or contaminated.

SOLUTION:Remove HV1 and inspect the contacts for contamination or misalignment and correct as needed.If the problem persists replace HV1 (p/n 4038 6203 03).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703216EN* **Solution Usage** 1

Description
Box button on the display panel is not working.

Solution
CAUSE: The HDD was not set to 'installed' upon initial setup.

SOLUTION: Set the HDD to 'installed' by performing the following:
1. Enter the Service Mode (Utility, Details, stop, 0, 0, stop, 0, 1).
2. Select System 2.
3. Select HDD and select Installed.
4. Cycle power OFF/ON.

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SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800440EN* **Solution Usage** 1

Description

Cannot print meter count list with ‘Vendor 2' mode external device connected to engine.

Solution

CAUSE: The engine specification does not allow meter count list to be printed with ‘Vendor 2’ mode enabled.

SOLUTION: To print the meter count list, perform the following:
1. Access Tech Rep Mode (Service Mode) for the appropriate engine.
2. Press [STOP] and [9] to access Management Mode.
3. Set the machine to [Unset].
4. Exit Tech Rep Mode.
5. Access engine’s meter counts screen.
6. Press [Print] to print to the meter count list.
Note : Print the meter count list from bypass tray.
7. Reconfigure engine for [Vendor 2] mode.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS/SSD

Solution ID TAUS0800452EN* **Solution Usage** 1

Description

When using Vendor mode, copy jobs print out but print jobs do not.

Solution

CAUSE: Incorrect setings.

SOLUTION: Afterenabling Vendor mode,set the security settings for the function of Vendor mode. To Access the settings, use the following instructions.
"Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings".
The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabledwill be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800635EN* **Solution Usage** 1

Description

Incorrect paper sizes detected from the platen glass after clearing a code C-D3xx.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD Hotline for instructions regarding the replacement of the NVRAM.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800652EN* **Solution Usage** 1

Description

During paper switchback on Duplex print a jam may occur at the finisher side when paper is between paper exit section of main unit and horizontal transport section of finisher.

Finisher does notindicate correctly where jam occurs.

Graphic display on the panel of main body whichpoints tojamlocation does not blink, but lights showingremaining paper.

Solution

CAUSE: Firmware/ROM update required.

SOLUTION: Updated firmware/ROM has been released. See attached Parts Modification document for details.

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Note : To viewthe PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0800756EN* **Solution Usage** 1

Description

The last page of a duplexed print job, with an odd number of pages, is not being flipped so that the punches align with the rest of the pages.

Solution

CAUSE: The paper type is designated as Plain Paper.

SOLUTION: To properly duplex print onto pre-punched paper, the paper tray must be designated as Letterhead. The print driver (PCL or PostScript) must also be set with the paper tray as Letterhead.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800908EN* **Solution Usage** 1

Description

Memory Full error when scanning to SMB.

Solution

CAUSE: The hard drive HDD is corrupted.

SOLUTION: Format the HDD. To format the HDD, follow this procedure:
1. Enter Service Mode.
2. Select State Confirm.
3. Select Memory\HDD Adjust.
4. Perform Physical Format.
5. Perform Logical Format.
6. Exit Service Mode.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801129EN* **Solution Usage** 1

Description

FS-514, does not staple.

Solution

CAUSE: Broken paddle holder.

SOLUTION: Inspect the paddle holder (p/n 9J08 1602 01) on page 6, Item 18 in the FS-514 Parts Manual. Order the paddles (p/n 9J08 1605 01). Inspect the post inside the holder for a broken pin which will cause the stapler unit to rotate freely on the shaft, not drawing the paper into the stapler.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801174EN* **Solution Usage** 1

Description

Hourglass is indicated on the display screen with no backlight.

Solution

CAUSE: The Slide Interface board (PWB-SIF) has failed.

SOLUTION: Replace the Slide Interface board(p/n 4038 0123 03).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801355EN* **Solution Usage** 1

Description

Control panel indicates to enter the HDD lock password after replacing the NVRAM.

Solution

CAUSE: Incorrect settings.

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SOLUTION: Perform the following procedure:
1. Press the Utility button and enter Admin mode.
2. Select Security Settings.
3. Select HDD Settings.
4. Select HDD Lock Password and enter 20 characters. The characters cannot be all the same characters (i.e., 11111 or 44444).
5. Press OK.
6. Reboot the MFP.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801457EN* **Solution Usage** 1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

CAUSE:The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:
Most MFPs:
1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:
1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2.Set 300 seconds and press the SET button.

bizhub PRO 920:
1. Press the utility button and then the controller button on the LCD.
2.Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0802081EN* **Solution Usage** 1

Description

Unable to open web page or access NIC information through Admin mode. Also unable to scan to E-mail, FTP or SMB.

Solution

CAUSE: The NIC is corrupt.

SOLUTION: Perform the NVRAM recovery and select NIC instead of NVRAM. Contact the SSD Hotline if the recovery file is needed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802297EN* **Solution Usage** 1

Description

Unable to clear an S-1 system code (CCD Clamp/Gain adjustment failure).

Solution

CAUSE: According to the Field Service Manual, opening and closing the front door should clear this code and it does not. Even entering Trouble Reset screen by holding theMFP “Utility” key down while poweringON themachine fails to resolve the issue.

SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes tothe manual to correct this condition.
To clear a S-1 system code:
1. Call the Service Mode on the screen.
2. Select the key as follows:

[System 1]
[Initialization]
[System Error Clear]
3. Press the Start key.

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4. When [OK] is displayed, turn OFF the Main Power Switch and turn itON again after waiting a minimum of 10 seconds.
SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID TAUS0802298EN* **Solution Usage** 1

Description
Some system codes cannot be cleared.

Solution
CAUSE: According to the Field Service Manual, opening and closing the front door should cleara systemcodeyet it does not. Even entering Trouble Reset screen by holding theMFP “Utility” key down while poweringON themachine fails to resolve theissue.

SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes tothe manual to correct this condition.
To clear asystem code:
1. Call the Service Mode on the screen.
2. Select the key as follows:

[System 1]
[Initialization]
[System Error Clear]
3. Press the Start key.
4. When [OK] is displayed, turn OFF the Main Power Switch and turn itON again after waiting a minimum of 10 seconds.
SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID TAUS0802389EN* **Solution Usage** 1

Description
"Invalid Card" message and C-D3xx code when attempting to flash the machine firmware. Theerro code cannot be cleared.

Solution
CAUSE: The NVRAM is corrupt.

SOLUTION: Download the attached NVRAM recovery file for the bizhub C250/C252 along withthe (2) sets of instructions and perform the procedure.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0808137EN* **Solution Usage** 1

Description
NO MATCHING PAPER SIZE message on the operation panel when loading 8.5x14 or 11x17 originals.

Solution
CAUSE: ATS (Auto Tray Switching) is not set properly.

SOLUTION: To set ATS (Auto Tray Switching) correctly, perform the following:
1.Press the Utility key.
2.Press User Settings.
3.Press System Settings.
4.Press Paper Tray Settings.
5.Select Auto Tray Selection and select all applicable trays to be used and press OK.
6.Select Auto Tray Switching and set to ALLOW and press OK.
7.Select No Matching Paper Tray Setting and set to SWITCH TRAYS and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900082EN* **Solution Usage** 1

Description
Blank display.

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Solution

CAUSE: Possible corrupted or damaged NVRAM.

SOLUTION:Perform “NVRAM Initialize” with NVRAM recovery card or replace the NVRAM.
Note :In case of the other issues than those mentioned:

Do “Data Clear” in system1 => Initialization of Service mode
Do “NVRAM Initialize” with NVRAM recovery card
Ifproblem is not solved although above measurements have been applied, the NVRAM will need to be replaced.

How to use NVRAM recovery card
1.Create the cardin same manner as making a normalfirmware card.
CAUTION : Never format the CF card on color machines. Write the datato the existing info using the Firmware Imaging Toolkit 2006 or Cygwin™. Please installthe special firmware:
bizhubC450/C351 : 20070301_ 4037 -F000-GCN-G4-000(00), Checksum: 29F9.EXE
bizhubC250/C252 : 20070301_ 4038 -F000-GCN-G4-000(00), Checksum: 16E6.EXE
bizhubC352/C300 : 20070301_ 9J06 -F000-GCN-G4-000(00), Checksum: 66AA.EXE
bizhubC203 : A02E0Y0-F000- GEQ -J8(00).EXE
bizhubC253 : A02E0Y0-F000- GDQ -J8(00).EXE
bizhubC353 : A02E0Y0-F000- GCQ -J8(00).EXE
bizhubC451 : A00 K 0Y0-F000-GCQ-J8(00).EXE
bizhubC550 : A00 J 0Y0-F000-GCQ-J8(00).EXE
bizhubC650 : A00 H 0Y0-F000-GCQ-J8(00).EXE
2. Insert the card in the slot.
3.Power ONMFP while pressing “Clear” key until below screen appears.
4. Select either “NVRAM initialize” or “NIC setting erase”.
5. Press “Start”.
6.Power OFF/ONthe MFP.
CAUTION :When firstpowering ONthe MFP after having done “NVRAM initialize”, the MFP panel maybecome dark for about 30 seconds after the hourglass screen. Do not power OFF the MFP until operation screen appears.If having done the“NVRAM initialize”, be sure to make the following settingin the Service mode:
- System1 => Marketing Area
- System2 => HDD
- System2 => Option Board Status
- System2 => Image Controller Setting
- System2 => Software Switch Setting

Switch No.: 10, Hex Assignment: 00 (be sure to press 0,0)
7. Power OFF/ONthe MFP again.
8. Do the setup procedurefound in the attached instuctions and Installation Manuals. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP and open from the local computer to view.
To view the zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note :Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is powered ON.If the problem persists, swap a NVRAM from another color MFP (bizhub C250/C252/C352/C353/C451/C550/C650) for testing purposes and see if it corrects the issue. If so, order a new NVRAM.
IMPORTANT : All data except sales counter data will be initialized.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0655712EN* **Solution Usage** 0

Description

FK-502, the OFFHOOK icon on the touchscreen is missing when selecting Fax mode and unable to Transmit or Receive.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: To reset the machine memory, perform the following:
1. Enter the Tech Rep mode.
2. Select System 1.
3. Select Initialization.
4. Select Data Clear and press Start.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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Solution ID TAUS0701928EN* **Solution Usage** 0

Description
C-D204 (CD204) at power up.

Solution
CAUSE: Incorrect setting or failure of optional memory.

SOLUTION: To resolve theerror codeplease perform the following:
1. Enter the Service Mode.
2. Select [System 1].
3. Select [Communication System Setting].
4. If the Communication System Setting is set to JScribe, change it to “CS Remote Care”.
5.Press End.
6.Exit the Service Mode and reboot the MFP.
7. If the problem is not resolved, re-seat or replace the optional expanded memory unit (EM-309).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801221EN* **Solution Usage** 0

Description
P-26 and P-29 codes and the copies are "washed out".

Solution
CAUSE: The HV1 unit has failed.

SOLUTION: Replace HV1 (p/n 4038 6203 03).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801239EN* **Solution Usage** 0

Description
Life counter does not reset after replacing the transfer belt unit.

Solution
CAUSE: The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.

SOLUTION: A brand new transfer belt unit must be installed, this will reset the life counter for this unit.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801256EN* **Solution Usage** 0

Description
User authentication and account track not working.

Solution
CAUSE: Corrupted data.

SOLUTION: Perform a Data Clear.
IMPORTANT :Prior to the Data Clear:

The one touches will be erased soit is recommended toexport the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.
Data Clear
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press Data Clear and then the Start key.
5.Power machine OFF/ON when prompted.

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Note : After the Data Clear, perform the following:
a. Reinstall the HDDunder System 2/HDD and power the machine OFF/ON.
b.If a Fax is installed, set the target back to U.S. in System1/Marketing.
c. Reinput the TCP/IP address information.
d. Import the address book and device settings.

SPECIAL NOTE : Solution contribution by Greg Lantowski and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801728EN* **Solution Usage** 0

Description

FK-502, unable to Fax Forward.

Solution

CAUSE: Improper set up of One-Touch.

SOLUTION: To be able to forward a Fax, E-Mail, FTP, SMB or Box youmust store the recipient into the machine in advance. To store an E-Mail address for Fax forwarding to E-Mail, check and perform the following:
1.Enter a One-Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One-Touch Registration => Scan => Address Book => E-Mail => New.

Enter a NAME for the Button.
Enter the E-Mail address.
Press OK.
Press Close 4 times.
2.Enable the Fax forward function via [Utility/Counter] => Administrator setting => Password => Fax Setting => Function Setting => Fax Forward => Select from Address Book => E-Mail => selectthe preferred address.
Note : Please refer to the User Manual FK-502 Fax Operations for additional information. The manual can be downloaded fromthe Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab => Manuals => "Accessories" categoryand model "FK-502".
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0808577EN* **Solution Usage** 0

Description

Problem: The machine displays the error codes P6, P7, P8 and P9.

Solution

CAUSE: The IDC guide assembly is out of adjustment either front or rear.

SOLUTION: Adjust the IDC guide assembly toward the front if it is shifted to the back or toward the back if it is shifted to the front. There is roughly 3mm in either direction.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0656610EN* **Solution Usage**

Description

"Maximum pages exceeded" message after installing the Fax kit.

Solution

CAUSE: Communication error with the machine and the Fax kit.

SOLUTION: Unset the Fax board in the Option board. Reseat the FK-502 board and Set the board in the Option board selection.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0658233EN* **Solution Usage**

Description

Will not print after coming out of sleep mode or only horizontal lines on the control panel during and after boot.

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Solution

CAUSE:The PWB-C board has failed.

SOLUTION:Replace the failed PWB-C board (p/n 4038 0113 03).
SPECIAL NOTE :Solution contribution by Mark D'Attilio, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0658381EN* **Solution Usage**

Description

FS-514, the finsher does not come on with 8.5x11 paper, but operates normally with 8.5x11 landscape.

Solution

CAUSE:The finisher has early firmware.

SOLUTION:Upgrade the finsher to the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0700795EN* **Solution Usage**

Description

Warming Up message remains on the control panel.

Solution

CAUSE: There are bent pins on theMFP to scanner interface cable.

SOLUTION: Straighten the pins on the male side and then check that the female connector holes are round shaped and not oval shaped. If the holes are oval shaped, insert a small pin to reform the hole to a round shape.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701158EN* **Solution Usage**

Description

Now Warming Up Ready To Scan is indicated on the operation panel

Solution

CAUSE: The black IU has failed.

SOLUTION: Replace the failed Black IU (Item #4062201).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701426EN* **Solution Usage**

Description

The flash card is not recognized when flashing the FS-514.

Solution

CAUSE:Incorrect firmware is being used.

SOLUTION:Ensure that the FS-514 firmware is for the correct MFP.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0702106EN* **Solution Usage**

Description

CHECK SUM VERIFY ERROR!! message.

Solution

CAUSE: Normal indication.

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SOLUTION:Once the CF Card has the firmware data installed using Cygwin™ , a check is performedand the CHECK SUM VERIFY ERROR!! message shown in the attached sample might beindicated. This is normaland the firmwarecan be usedwithout causing any problems.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Below are the sample commands for each model.
COMMANDS : (D:) being the drive letter of the CF Card.
bizhub C200
mkcf tie D:
bizhub C203
mkcf ti25 D:
bizhub C253
mkcf ti 2 D:
bizhub C350/C351/C450
mkcf D:
bizhub C353
mkcf ti1 D:
bizhub C451
mkcf mi3 D:
bizhub C550
mkcf mi2 D:
bizhub C650
mkcf mi1 D:
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702638EN* **Solution Usage**

Description
CB123 (C-B123).

Solution
CAUSE: Device Error (DRAM).

SOLUTION:Reseat the Fax Board.Replace the Fax Board (FK-502) if necessary.
PARTS : bizhub C451/C550/C650 FK-502 Item#15LB; bizhub C250/C252/C300 FK-502 Item#15LBX002; bizhub C351/C450 FK-502 Item#15LBX001; bizhub C352 FK-502 Item #7640X023
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702650EN* **Solution Usage**

Description
FS-514, "Close MT-501" message.

Solution
CAUSE: Board mis-communication.

SOLUTION:Reseat the Finisher Control Board (p/n 9J08010103) and replace if necessary.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703065EN* **Solution Usage**

Description
Unresponsive area on the touch panel.

Solution

CAUSE: There are two different manufacturer's touch panelsused for the bizhub C353/C203/C253 andthe panels have small differenenceswith valid pixels.

One is used for the bizhub C353/C203 and another one for the bizhub C253.
The firmwareis designed for the bizhub C253 touch panel, therefore, creating thesegment between the response area and screen imagefor thebizhub C353/C203 panel. The gap is approximately (maximum) 3-4mm and isespecially noticeable for the OK key area at the bottom of screen.

SOLUTION:The touch panel is normally operated by fingers and this issue may not be noticeable by the end user. However, if machine operationis affected by this , please adjust the touch panel i n the Touch Panel Adjustment mode. Click the lowest position of [+] markwith thepen as a temporary solution.

Notes :
1.Please watch the attached video for the adjustment procedure.Download and use the free QuickTime® Player to view the attached video:

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http://www.apple.com/quicktime/download .
2. It is recommended to download the video to the computer desktop and open it in the QuickTime® Player.
3.Firmware will be improved to facilitate theadjustment method for matching the response area and the screen image even if valid pixels are different onbothtypes of panels.
SPECIAL NOTE : Solution contribution by KMBT (Japan) and Cesar Jimenez, Production Print/SSD.

Solution ID TAUS0703237EN* **Solution Usage**

Description
When changing a password for user authentication, the new password is not saved.

Solution
CAUSE: Firmware bug.

SOLUTION: Install firmware version GNO-09 or greater.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0703271EN* **Solution Usage**

Description
C-4154 shortly after power up.

Solution
CAUSE:Write Unit not working properly or has failed.

SOLUTION:Replace Print Head Unit (bizhub C250p/n 4038-0778-00 and bizhub C252p/n 4039-R723-00).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703294EN* **Solution Usage**

Description
C-3301 or C-3302 code at startup.

Solution
CAUSE: The fuser cooling fan (M11 - error C3301) or (M13 - error C3302)has failed.

SOLUTION: ReplaceM11 (p/n 9313 1300 41) or M13 (p/n 9313 1000 72).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703310EN* **Solution Usage**

Description
MATCHING PAPER SIZE IS NOT AVAILABLE message when placing an 8.5x14 original on the platen glass.

Solution
CAUSE: The Original Size Detect for the Platen glass is set to Table 2.

SOLUTION: Set the Original Size Detect for the Platen glass to Table 1 by performing the following procedure:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Original Size Detect.
4. Select Table 1 and press End.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703428EN* **Solution Usage**

Description
Cannot print to the standard controller. The data light keeps flashing on theMFP control panel. The standard controller will answer aPING command.

Solution
CAUSE: Data Clear is required.

SOLUTION: Enter Tech Rep mode, select System 1 and then select Initialization. Press the Data Clear button.
CAUTION : If possible, back up the copier HDD prior to running Data Clear. All one-touch buttons will be lost. If the HDD cannot be accessed, set the HDD

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to "Not Installed" under System 2 and reboot theMFP prior to running Data Clear.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0703437EN* **Solution Usage**

Description
No display.

Solution
Please refer to the attached troubleshooting document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703704EN* **Solution Usage**

Description
Slow printing. A driver test page takes approximately 5 minutes to print.

Solution
CAUSE: The PWB-MFP board has failed.

SOLUTION: Replace the failed PWB-MFP board (p/n 4038012106).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800005EN* **Solution Usage**

Description
FS-514 is not recognized.

Solution
CAUSE: The firmware is corrupt or is not the latest.

SOLUTION: Flash the firmware for the FS-514 and the main body to the latest versions.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800028EN* **Solution Usage**

Description
FS-514, unable to flash.

Solution
CAUSE: The 2-pin connector is disconnected from finisher to RU.

SOLUTION:Check connections and reconnect.Check for possible bent pins.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800030EN* **Solution Usage**

Description
Display shows that the SD-503 is still installed when removed.

Solution
CAUSE: While the external part of the SD-503 (Saddle Stitcher) was removed, the internal creaser unit was not removed and resulted in the indication that the unit was still fully installed.

SOLUTION: Remove the internal creaser unit,all connectors and plates.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800069EN* **Solution Usage**

Description
The machine NIC will PING once and then stop replying.

Solution

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CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD hotline for further instructions regarding a replacement NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800269EN* **Solution Usage**

Description
A3 paper size is displayed for the LCT instead of 8.5x11.

Solution
CAUSE: LCT paper size is programmed for A3 in Tech Rep mode.

SOLUTION: To change the LCT size to 8.5x11 perform the following procedures:
1. Enter Tech Rep mode.
2. Select System 2.
3. Select LCT Paper Size Setting.
4. Select 8.5x11.
5. Exit Tech Rep mode and cycle thepower.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800298EN* **Solution Usage**

Description
Jam at OHP sensor.

Solution
CAUSE: LCC lift motor wiring harness pinched behind lift motor mounting bracket.

SOLUTION: Remove the wiring from behind the mounting bracket and repair.
SPECIAL NOTE : Solution contribution by Val Kenney - DSM, Southern Region

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Solution ID TAUS0800350EN* **Solution Usage**

Description
When scanning to E-mail the packet size is ballooning.

Solution
CAUSE: Corrupt memory.

SOLUTION: The packet size can not be changed on the MFP. In order to resolve the problem perform the following procedure:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initial.
4. Press System Clear and then press the Start key.
5. Power the machine OFF/ON using the main power switch.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800417EN* **Solution Usage**

Description
The image is shifting/lead edge off when duplexing and only on the second side.

Solution
CAUSE: A failed PWB-C board.

SOLUTION: Replace the PWB-C board (p/n 4038 0113 05).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800476EN* **Solution Usage**

Description
When the dual line fax kit is installed, the Forward TX Setting does not allow to choose between Line 1 and Line 2.

Solution
CAUSE: The Multi Line Setting is set incorrectly

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SOLUTION: Enter the Administrator mode and follow the procedure below:
1. Select Fax.
2. Select Multi Lines Setting.
3. Select Multi Lines Setting (again).
4. Select TX and RX.
5. Press OK.
Press Close 4x to exit the mode.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800691EN* **Solution Usage**

Description

The blank page removal feature fails to remove blank pages, regardless of the threshold setting.

Solution

CAUSE: The document was scanned in color.

SOLUTION: Blank page removal is only supported for black & white documents.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800814EN* **Solution Usage**

Description

"Only one external memory can be used. Re-install the external memory."This message appears when inserting a USB U3 flash drive.

Solution

CAUSE: Flash memory drives with U3 software are not supported. Using a flash memory drive with U3 software will corrupt theMFP firmware and will not allowopening ofthe flash drive nor any other flash drive thereafter.

SOLUTION:Use a non-U3 USB flash drive.Re-install theMFP firmware using themost current version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801115EN* **Solution Usage**

Description

FS-514, output Tray 3 is not recognized by the machine with the OT-601 installed.

Solution

CAUSE: The short connector (jumper) is loose or not installed.

SOLUTION: Verify that the short connector (jumper) has been installed according to the attached OT-601 installation instructions. The short connector (jumper) installation is shown on page E-2 step 7.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801220EN* **Solution Usage**

Description

"Memory Full Error" when scanning to SMB.

Solution

CAUSE: The PWB-C board has failed.

SOLUTION: Replace the PWB-C board (p/n 4038 0113 05).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801226EN* **Solution Usage**

Description

The operation panel is locking up frequently and scan to E-mail no longer functions.

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Solution

CAUSE: Corrupt NVRAM or a failed NVRAM.

SOLUTION: Contact the SSD Hotline to obtain the recovery files and instructions. If the Recovery files do not resolve the problem then the NVRAM will need to be replaced and requires another call to the SSD Hotline.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801386EN* **Solution Usage**

Description

If the fax line monitor is turned on, the fax will make noise from start to finish.

Solution

CAUSE: The FK-502 monitor sound will not cut off when it communicates withanother fax due to incorrect dipswitch setting stated in Service Manual.

SOLUTION: Perform the below procedure:
1. Press Utility.
2. Press Job Detail.
3. Press the Fax tab.
4. Press Fax parameter tab.
5. Highlight the Address option and input the following 000e0101.
6. Highlight the Data tab and change bit 5 and 6 to"1" forON and "0" for OFF.
7. Select the Decision button.
8. Select END.
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0801469EN* **Solution Usage**

Description

When scanning is complete the machine prompts the user to finish or complete the job.

Solution

CAUSE: Separate Scan is defaulted ON.

SOLUTION: Deselect Separate Scan by performing the following:
1. Press the Scan key.
2. Press the Utility Key and then User Settings.
3. Select Initial Settings and then select Factory and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801647EN* **Solution Usage**

Description

"Please Install Correct Imaging Unit and Close All Doors" error message appears on theMFP control panel.

Solution

CAUSE: One of the pins used to detect the tonercartridge may be shorted to ground.

SOLUTION: Remove all toner cartridges and verify the plate spring (p/n 4038 2282 03) is not in contact with the three (3) pins used to detect the toner cartridge.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801716EN* **Solution Usage**

Description

Jam display code 3001. The paper jamshappen at the fusing unit. The machine will sometimes feed 5-6 pages and then jam. The looping adjustment may help for a short time but the problem returns. Paper size and orientation have no affect.

Solution

CAUSE: PC3 looping sensor is not actuating.

SOLUTION: Please check the sensor in the I/O mode. The actuator can be knocked out of its mounting. Reseat the actuator and PC3 as needed.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0801733EN* **Solution Usage**

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Description
After disabling the HDD in Service mode the error code for the HDD does not clear.

Solution
CAUSE: Power was cycled OFF\ON with the sub power switch.

SOLUTION: Cycle power OFF\ON with the main power switch.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801787EN* **Solution Usage**

Description
Unable to create an E-mail one-touch button as the icon for adding users is missing on the operation panel in User mode.

Solution
CAUSE: The HDD is set to Not Installed.

SOLUTION: Set the HDD to Installed by performing the following:
1. Enter Tech Rep Mode.
2. Select System 2.
3. Select HDD.
4. Select Installed.
5. Power the machine OFF/ON using the main power switch.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801801EN* **Solution Usage**

Description
The operation panel is locked up and the touch panel adjustment can not be performed.

Solution
CAUSE: The touch panel has failed.

SOLUTION: Replace the Touch Panel (p/n 4037 7807 01).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802089EN* **Solution Usage**

Description
The operation panel is locked up and the touch panel adjustment can not be performed.

Solution
CAUSE: The touch panel has failed.

SOLUTION: Replace the touch panel (p/n 4037 7807 01).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802112EN* **Solution Usage**

Description
FK-502, intermittently when fax forwarding the image is rotated and cut off.

Solution
CAUSE: The FK-502 memory is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following:
1. Enter Tech Rep Mode.
2. Press Fax.
3. Press Initialization.
4. Select Fax Function Parameter and press Yes.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802377EN* **Solution Usage**

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Description

The BOX tab is missing in PageScope Web Connection when browsing to the machine NIC.

Solution

PROBABLE CAUSES:
1. The main body memory is scrambled.
Perform a Data Clear.
IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.

The E-mail information will be erased so please export the Device information from the machine.

Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.
Data Clear
a. Enter Tech Rep Mode.
b. Press System 1.
c. Press Initialization.
d. Press Data Clear and then the Start key.
e. Power machine OFF/ON when prompted.

After the Data Clear:

Reinstall the HDD under System 2/HDD and power the machine OFF/ON.

If a Fax is installed, set the target back to U.S. in System1/Marketing.

Reinput the TCP/IP address information.

Import the address book and device settings.
Note :Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.

2. Management Function Setting is disabled.
Enable Management Function Setting by performing the following:
a.Enter Admin Mode.
b.Select Security.
c.Select Management Function Setting.
d.Press ON.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802561EN* **Solution Usage**

Description

When using the Firmware Imaging toolkit to install firmware on a CF card, the process stops abruptly and a message indicates that the process is in use by another process.

Solution

CAUSE: Incorrect installation procedure.

SOLUTION: Cancel the installation process and remove all USB devices except the card reader from the PC/laptop and restart the firmware installation to the CF card again.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802613EN* **Solution Usage**

Description

Memory overflow error indicated when selecting the compact PDF mode after running several sheets through the MFP.

Solution

CAUSE: Firmware update required.

SOLUTION: Please install special firmware version:
GX6-K0
bizhub C250/C250P

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4038-F000-GX6-K0-000.EXE
bizhub C352/C352P
9J06-F000-GX6-K0-000.EXE

GX6-K1
bizhub C252/C252P
4038-F000-GX6-K1-000.EXE
bizhub C300
9J06-F000-GX6-K1-000.EXE
bizhub C351
4037-F000-GX6-K1-000.EXE
Notes :
1.Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0802639EN* **Solution Usage**

Description

At power up an hourglass is displayed thenthe machine reboots.

Solution

PROBABLE CAUSES:
1.Corrupt firmware.
Reload the firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2.PWB-MFP on the bizhub C250/C252 or the Printer Control Board (PRCB) on the bizhub C300/C352 has failed.
Replace the failed board according to thefollowing table:

Product

Board

C250/C252

PWB-MFP (p/n 4038 0121 06)

C300/C352

PRCB (p/n 9J06 0121 06)

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0802745EN* **Solution Usage**

Description

Unable to scan to email an 11x17 document from the platen glass.

Solution

CAUSE:Binary Division is ON.

SOLUTION:To turn Binary Division OFF perform the following:
1.Enter Admin mode.
2.Select Network Settings.
3.Select E-mail Settings.
4.Select E-mal TX (SMTP).
5.Press the forward arrow.
6.Select OFF under Binary Division.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0808083EN* **Solution Usage**

Description

Memory Overflow error when printing to User Box.

Solution

CAUSE: The main body memory is corrupt.

SOLUTION:Perform a Data Clear.
IMPORTANT :Prior to the Data Clear:

The one touches will be erased soit is recommended toexport the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.
Data Clear
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press Data Clear and then the Start key.
5.Power machine OFF/ON when prompted.
Note : After the Data Clear, perform the following:
a. Reinstall the HDDunder System 2/HDD and power the machine OFF/ON.
b.If a Fax is installed, set the target back to U.S. in System1/Marketing.
c. Reinput the TCP/IP address information.
d. Import the address book and device settings.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0808298EN* **Solution Usage**

Description

The selection for double sided copies and booklets are missing. The copier is equipped with a folding finisher and all of two sided copy modes are not available.

Solution

Cause:
The copier has been mistakenly set in one of the vending modes.

Solution:
Enter the service mode and press the "STOP" and then the"9" Key from the touch key pad. Select the Management Function choice and then make sure the mode is set to "Unset". Power OFF and then ON the copier. The Save Document Key should have returned.

Note:
If the vending mode is enabled, it should be noted that there are limitations in function based on the modes used. To verify simply disable vending to see if function returns.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0808556EN* **Solution Usage**

Description

C2253 (C-2253) shortly after power ON.

Solution

CAUSE:Poorly seated connector CNDM3 on PWB-M or failed PWB-M.

SOLUTION:Remove CNDM3 from PWB-M.Thoroughly, inspect all pins of the connector and ensure that they are properly aligned and securely attached to PWB-M. Also, inspect the wire harness that attaches to connector CNDM3 of PWB-M and make certain the wires are firmly inserted into the connector.Firmly reseat CNDM3 to PWB-M and monitor the machine's performance.Replace PWB-M (p/n 4038 H001 01) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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Solution ID TAUS0900097EN* **Solution Usage**

Description

The control panel does not display the message "Program Next Job" when the fax is operating.

Solution

CAUSE: By default, the fax active screens are set to OFF.

SOLUTION: To enable the fax active screens, perform the following:
1. Press the Utility button.
2. Select User.
3. Select Display Setting.
4. Select Fax Active Screen.
5. Set both, the Tx and the Rx Display, to ON.
6. Select Close four (4) times.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0900100EN* **Solution Usage**

Description

C3451 (C-3451) at power ON.

Solution

CAUSE:Poorly seated connector on PWB-M or failed PWB-M.

SOLUTION:Reseat all connectors on PWB-M.Thoroughly, inspect CNTH1 on PWB-M.Ensure that all the pins are properly aligned and that the connector is firmly seated.Replace PWB-M (p/n 4038 H001 01) as necessary.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0900159EN* **Solution Usage**

Description

The Controller and Network icons are not available.

Solution

CAUSE: The NVRAM and/or NIC is corrupted.

SOLUTION: Perform a NVRAM recovery and a NIC reset using the NVRAM recovery file which is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900361EN* **Solution Usage**

Description

The one-touches do not appear in the address book when registered via PageScope Address Book Utility.

Solution

CAUSE: The main body memory is corrupt.

SOLUTION:Perform a Data Clear:
IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.

Data Clear
1. Enter Tech Rep Mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear and then the Start key.
5. When [OK] is displayed, wait 10 seconds or more and cycle the main power switch OFF/ON.

After the Data Clear:
1. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.

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2. If a Fax is installed, set the target back to U.S. in System1/Marketing.
3. Reinput the TCP/IP address information.
4. Import the address book and device settings.
Note : Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900519EN* **Solution Usage**

Description

The utility key does not seem to be working.

Solution

Cause: Corruption to the NVRAM.

Solution: Please use the NVRAM reset utility version GCN-G4 to reset the NVRAM.

Note: Please see attachment for more details.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0900704EN* **Solution Usage**

Description

Unable toselect duplex.

Solution

CAUSE: The paper tray is set for Single Sided Only.

SOLUTION: Change paper tray to a type other than Single Sided Only:
1. From the main copy screen select Paper.
2. Select the desired tray.
3. Unselect Single Sided Only.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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Solution ID TAUS0642971EN* **Solution Usage** 41

Description
CE002 at power up.

Solution
PROBABLE CAUSES:
1. The hard drive is not selected as Installed.
To select the hard drive, enter the Tech. Mode. and do the following:
a. Select [System 2].
b. Select [HDD].
c. Select [Installed].

2. The HDD Version Up procedure has not been completed. Phase 2 firmware was just installed.
To perform the HDD Version Up procedure, perform the following:
a. Enter the Tech. Mode.
b. Touch [State Confirmation] on the touchscreen.
c. Touch [Memory HDD Adj.] on the touchscreen.
d. Touch [HDD Version Up] on the touchscreen.
e. Press the START key. The HDD Version Up result will be displayed on the right side of the touchscreen.
f. Power the copier OFF using the main switch after the result is displayed on the touchscreen as OK. After, leaving the machine powered OFF for 30 seconds the machine can be powered ON and the failure code should be cleared.

3. Unspecified data or parameter is detected.
To resolve, perform the following:
a. Perform the step-by-step procedures mentioned in the Technical Information document.
b. Make sure the Hard Disk Drive is installed under System 2.
c. Go to Service Mode, System 1, Initialization, Data Clear.
d. Re-flash copier with Phase 2.01 firmware, making sure that the firmware is installed.
e. Replace PWB-MFP (p/n 4038 0121 06 for the bizhub C250/C252 and p/n 4037 0131 04 for the bizhub C351/C450).
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0648676EN* **Solution Usage** 27

Description
C3851 or C3852.

Solution
PROBABLE CAUSES:
1. Improper softswitch setting.
On phase 2.0 or higher firmware, change the following softswitch setting: Service Mode => System2 => Software Switch Setting Switch No.: 50, Bit Assignment: 00000001 Hex Assignment: 01
Note : The hex value will be changed automatically when the bit assignment is changed.

2. Poor Fusing Unit connection.
Check the Fusing Unit connection(s).

3. Failed components.
a. Replace Fusing Unit (p/n 4038-0754-00)
b. Replace Mechanical Control Board PWB-M (p/n 4038-0101-05)
c. Replace DC Power Supply PU1 (p/n 4038-6201-02)

Solution ID TAUS0653576EN* **Solution Usage** 16

Description
PC102/PC202 paper misfeed. Error code 1301 when feeding from Tray 3 or Tray 4.

Solution
CAUSE: The roller fails to pick up the paper because the pick-up roller does not fall all the way down to the correct position to feed paper. Close observation shows that the edge of the lever does not come over the rib on the cassette and the rib does not push the lever upward enough.

SOLUTION: To correct this issue please follow the steps outlined in bulletin 5505 which is attached to this solution.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0656652EN* **Solution Usage** 12

Description
How to change the frequency of Image Stabilization.

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Solution

To change the frequency of Image Stabilization:
1. Enter TechRep mode.
2. Select Process Adjustment.
3. Select Image Stabilization.
4. Select Span1 for normal frequency; select Span2 for less frequent.
Notes :
a. Phase 2.52 firmware or higher is required.
b.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0621384EN* **Solution Usage** 10

Description

C-12CC at power up.

Solution

CAUSE: The Hard Disk Drive (HDD)was installed but not formatted, or is corrupt.

SOLUTION: To format the hard drive, perform the following:
1. Enter the Tech. Rep. Mode by pressing Utility Key, Meter Count, Stop, 0, 0, Stop, 0, and 1.
2. Select [Machine Adjust].
3. Select [Memory/HardDisk Adjust].
4. Select [Hard Disc Format].
5. Select [Physical Format].
6. Press the Start key. The Start key will turn orange. Formatting will take approximately 9 - 15minutes (dependant on drive size) and the progress is displayed.
7. When '100 OK' is displayed, select OK.
8. Select [Fin. Time] and power OFF the machine.
9. Power ON the machine and repeat steps 1 through 4.
10. Select [Logical Format].
11. Press the Start key and wait for the display [100 OK].
12. Select OK.
13. Select [Fin. Time].
14. Power the machine OFF/ON.

Solution ID TAUS0648983EN* **Solution Usage** 10

Description

The copy is overlaid with a gray patch after set up.

Solution

CAUSE: Incorrect or incomplete setup procedure.

SOLUTION: Follow the setup instructions in the correct order and do not power the machine OFF between steps.

Solution ID TAUS0700797EN* **Solution Usage** 10

Description

FS-514, paper is not exiting the finisher and no jam code is indicated.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: The FS-514 must be at version 07 to function properly. Upgrade the firmware to version 07.
Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0646524EN* **Solution Usage** 9

Description

CD231 at power up.

Solution

CAUSE: Complete fax kit was not installed.

SOLUTION: These three items make up the complete fax kit, FK502, MK706 and MK704. If not installed together, the C250/C252 will display code CD231.

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Solution ID TAUS0700288EN* **Solution Usage** 9

Description
Squeaking noise from IU.

Solution
SOLUTION:
Apply the conductive grease to the contact on the shaft. Be sure to read the attached instructions.

NOTES:
1. The removal of the IU cover is normally not recommended.Please pay attention not to damage IU.

2. This modification has been applied in the factory as of Feb 26, 2007 tolot No. : XXXXX7226X and onwards.

Solution ID TAUS0701414EN* **Solution Usage** 9

Description
Not feeding or misfeeding from paper trays.

Solution
CAUSE: Worn friction plate sheet in the paper tray.

SOLUTION: Replace thefrictionplate. Please seeattached Bulletin Number5881.

Solution ID TAUS0700463EN* **Solution Usage** 8

Description
How tocorrect faded copies.

Solution
There are a number of reasons for faded copies, and the following procedures could help to troubleshoot:
1. Print the Halftone internal prints, one for each color.
2. Change Transfer Belt.
3. Check Second Image Transfer Roller and replace if deemed necessary.
4. Perform a Reset + Stabilize 3 times.
5. Check Print Head and replace if deemed necessary.
6. Check High Voltage Unit and replace if deemed necessary.
7. Check Printer Control Board and replace if deemed necessary.

Part Number	Item
4038-0777-00	C250 Transfer Belt
9J06R70400	C252/C300 Transfer Belt
4049212	C351/C450 Transfer Belt
4038-0778-00	C250 Print Head
9J06-R727-00	C252/C300 Print Head
4038-6203-02	C250 HV1
9J06-6203-02	C252/C300 HV1
4037-6201-01	C351/C450 HV1

Solution ID TAUS0657818EN* **Solution Usage** 6

Description
The customer changed the Admin password and forgot it. How can the admin password be accessed?

Solution
There is no procedure to restore the admin password. It is possible to reset and enter a new password. From Service mode, enter [STOP] [0] [Clear], select the [Administrator Password] and enter a new password. Once exiting the Service mode, the new password is effective.

Solution ID TAUS0700862EN* **Solution Usage** 6

Description
Troubleshooting common FTP configuration problems.

Solution

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COMMON FTP CONFIGURATION PROBLEMS
* The username or password is not correct. The password is usually case sensitive.
* FTP is configured using a PORT other than PORT 21.
* After several unsuccessful logon attempts, the account has been locked out.
* Firewall software is installed between the printer and the FTP server. The firewall is configured to block PORT 21.
* The FTP server is located on a different network segment and the gateway address is not configured on the NIC.
* The file path is not configured or is incorrectly configured.
* A " / " must be entered for files that are going to the root of an accounts FTP directory.
* User account only allows 1 simultaneous logon and the account is being used by someone else.
* The user account does not have upload permissions to write to a folder.
* Scanned files are being sent to a nonexistent directory and the user account does not have permission to create a directory.
* The user account has a disk quota assigned to it and it has been exceeded.
* The FTP server is outside the customer's network and must pass through a proxy server for access; The KMBS NICs cannot be configured for proxy access.

Solution ID TAUS0701867EN* **Solution Usage** 6

Description

Printer lock up; unable toPING the copier/printer even when using a crossover cable; andunable to make changes on the copy screen.

Solution

CAUSE:Corrupted firmware orfailed Control Board.

SOLUTION:Re-seat the connectors on PWB-MFP.Flash and/or re-flash the copier/printer with current firmware.If the problem persists, replace the MFP Board.
PART NUMBER MODEL ITEM
4038-0121-06 bizhub C250 PWB-MFP (MFP Control Board)
4038-2414-01 bizhub C252 PWB-MFP (MFP Control Board)
9J06-0121-06 bizhub C300/C352 PWB-PRCB (Printer Control Board)
4037013104 bizhub C351/C450 PWB-MFPC (MFP Control Board)

Solution ID TAUS0651954EN* **Solution Usage** 5

Description

Color Output Restriction for Public User.

Solution

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.
Procedure:
1. Press Utility/ Counter
2. Select Administrator Setting and enter the passcode.
3. Select User Authentication/Account Track.
4. Select General Settings.
5. Enable "User Authentication Setting", to ON [MFP] and set "Public User Access" to "Allow"
6. Account Track "OFF" and Click OK.
7. Go to "User Authentication Setting" Choose "User Registration".
8. Choose "Public" BOX # 000 on page 48, and Select Output Permission, Under Print, Color-RESTRICT, Click OK
9. Under Box # 001 Enter User Name, Password, Confirm Password, OK, Close 5X,
10. Click on Access
11. Be sure to choose "Do Not Display" of "Public User Key" in User Authentication Setting- Administrative Setting.
Note: A minimum firmware level of Phase 2.01 is needed.

Solution ID TAUS0701438EN* **Solution Usage** 5

Description

How to configure ArGoSoft© mail server.

Solution

To configure ArGoSoft© mail server,refer to theattached Product and Technical Support Bulletin No. 3641.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701919EN* **Solution Usage** 5

Description

Paper jams as it passes through the FS-507.

Solution

CAUSE: The actuator in the transport unit might be out of place, allowing the paper to pass by undetected.

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SOLUTION: Check the actuator for PC-1 in the horizontal transport unit (p/n 4664-3008-01) and verify it is in the correct position.

Solution ID TAUS0702134EN* **Solution Usage** 5

Description

Cannot perform scan to E-mail with SSL\TLS enabled on Microsoft® Exchange 2000\2003 server.

Solution

This issue has been escalated to Konica Minolta Business Technologies in Japan:

CAUSE: Exchange uses the same port number for SMTP and SSL\TLS to send E-mail. The Konica Minolta multi-functional engines require SMTP and SSL\TLS to be separate TCP port numbers.

SOLUTION: This issue has been escalated to our solutions team in Japan. The SSD is in the process or working with our partners in development to obtain a resolution for this issue as quickly as possible.
Interim Solution :Create a second Exchange SMTP Virtual Server using the attached procedure.
Notes :
1. If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once ticket has been established, an E-mail will be sent when this is updated.
2. For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code “Escalated to Japan”.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702322EN* **Solution Usage** 5

Description

After installing the print driver (PCL or PostScript) on Microsoft® Windows Vista™, the User Authentication/Account Track selection is unavailable.

Solution

To enable User Authentication/Account Track in the print driver, perform the following:
1. Enter the Printer Properties of the driver.
2. Select the Configure tab.
3. Under Device Option, select the desired mode (User Authenticationor Account Track).
4. Enable the option in the drop down below Device Option.
5. Select Apply.
6. Verify that User Authentication/Account Track is available.

Solution ID TAUS0649523EN* **Solution Usage** 4

Description

FK502, how to program the default paper tray for fax reports.

Solution

To program a default paper tray to print fax reports, perform the following:
1. Select Utility/Counter.
2. Select User Setting.
3. Select System Setting
4. Select Paper Tray Setting.
5. Select Print Lists
6. Select the paper tray for the fax reports to print from.
7. Press OK.
8. Press Exit on the lower left side of the display to return to the copier screen.

Solution ID TAUS0652685EN* **Solution Usage** 4

Description

CD251 error code is indicated on initialization.

Solution

CAUSE: The JPEG option board (Scan Accelerator Kit) statusis notSET or the Scan Accelerator Kit (SA-501) is not working properly.

SOLUTION: To correct the error code, perform the following:
1. Make sure that the Scan Accelerator Kit is inserted into theMFP properly.
2. Go into Service Mode.
3. Click on System 2.
4. Click on Option Board Status.
5. JPEG- change to [SET].
6. Save the settings and reboot theMFP via the main switch.

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Note : If there is no Scan Accelerator Kit, perform the above and select JPEG-UNSET.

Solution ID TAUS0700861EN* **Solution Usage** 4

Description
Poor copy quality (ghosting/hazy) when using letterhead as a tray setting or duplexing.

Solution
CAUSE: A poor connection or poorly seated NVRAM on the PWB-MFP board.

SOLUTION: Reseat all connectors on the PWB-MFP board as well the NVRAM.

Solution ID TAUS0651649EN* **Solution Usage** 3

Description
Webinar presentation including detailed information for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution
Webinar Presentation for User Authentication with an External Server . This document outlines the methods to set up User Authentication.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0656740EN* **Solution Usage** 3

Description
C2255 after replacing one or more color image units.

Solution
CAUSE: Developer in the image unit(s) is packed, binding the operation.

SOLUTION: Remove the image unit(s) and shake as indicated in the installation instructions. In extreme cases, lightly tapping the affected image unit and manually rotating the developer drive coupling may be necessary to free the developer bind.

Solution ID TAUS0657046EN* **Solution Usage** 3

Description
FK502, how to change the file type from TIF to PDF.

Solution
To select PDF as the scanning file type for the FK-502, perform the following:
1. Press the Fax key.
2. Press Scan Settings.
3. Press File Type and select PDF.
Note : Phase 3 firmware (minimum)must be installed for this option.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0658275EN* **Solution Usage** 3

Description
FORWARD TX error message and unable to scan to E-mail.

Solution
CAUSE: SMTP authentication is ON.

SOLUTION: Disable SMTP authentication.
Notes :
1. If authentication is required, ArGoSoft© will have to be installed and used as a relay on a client PC. To configure ArGoSoft© mail server,refer to theattached Product and Technical Support Bulletin No. 3641.
2.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0700501EN* **Solution Usage** 3

Description
FS514 is not recognized and is indicated as a different finisher on the operation panel.

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Solution

CAUSE: The firmware is corrupt.

SOLUTION: Re-flash the machine firmware.
Note : The latest version firmware and system software are availablevia the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701101EN* **Solution Usage** 3

Description

Poor copy quality, poor transfer. Image density too low or light.

Solution

CAUSE:Incorrect transfer voltage for the characteristics of the paper.
Note :Digital papers must be able to take and hold a charge in order to effect a clean and efficient image transfer. The characteristics that relate to efficient toner transfer include the paper's intrinsic conductivity (the product of the charge density and mobility) and also the charge injection and charge lifetimes. The paper must be able to allow charge transfer to exactly the right extent, followed by a limited decay, all the while holding the charge for long enough for the transfer step to take place.

SOLUTION:Adjust the 2nd transfer voltage in service mode under Image Process Adjustment/Transfer Adjustment or Transfer Output Fine Adjustment.
Note : Please refer to the attachment as an exampleof the image quality change by adjusting 2nd transfer voltage. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701120EN* **Solution Usage** 3

Description

When using Thick Paper Mode, heavy C or Y or M saturation is on output; normal paper mode is okay.

Solution

CAUSE: Thick Paper Mode changes the toner concentration to accomadate the potential less toner transferred.

SOLUTION:Follow the steps below:
1. Enter service mode (Utility>>Details>>stop 00, stop 01).
2. Select Imaging Process Adjustment.
3. Select Thick Paper Density Adjustment.
4. Set Desired colorfrom 0 to some negative number (-4).
5. Select End>>Exit to back out of service mode and confirm.

Solution ID TAUS0701443EN* **Solution Usage** 3

Description

Pass-through printing using Vendor Port 1 does not work after installing the special firmware for pass-through printing.

Solution

CAUSE: Software switch was not set.

SOLUTION: After installing this special firmware software switch 39 must be set to 01.
Follow these procedures:
1. EnterService mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch Number 39
5. Enter Hex Assignment 01
6. Press FIX.
7. Exit Service mode and cycle the copier power OFF/ON.

Solution ID TAUS0701800EN* **Solution Usage** 3

Description

How to reset life counters.

Solution

To reset life counters, perform the following:
1. Enter the service mode.
2. Select counter.
3. Select Life.
4. Select the part or component that was replaced.

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5. Press the clear button to reset to 0.
6. Exit to normal operation screen.

Solution ID TAUS0702107EN* **Solution Usage** 3

Description
Unable to install firmware using Firmware Imaging Tool 2.52.

Solution
CAUSE: Firmware Imaging Tool software conflict.

SOLUTION: Ifusing a previous version of Firmware Imaging Tool, delete it by going into Control Panel=> Add & Remove Programs. Once the previous software has been removed, install Firmware Imaging Tool 2.52.
IMPORTANT :The correct model numberbeing updated must be viewable. If the model is not listed, chances are thatan earlier version of Firmware Imaging Tool is still being used. For the Firmware Imaging Tool version 2.52,bizhub C650/C550/C451 must be listed in order to see the correct files. Pleaserefer tothe attachedexample.

Solution ID TAUS0702483EN* **Solution Usage** 3

Description
Setting SNMP v1/v2c “read/write community” names through PageScope Net Care.

Solution
Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702659EN* **Solution Usage** 3

Description
In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution
The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
Notes :
1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0702771EN* **Solution Usage** 3

Description
Howto Copy Biometric User Authentication Settings ornon Biometric Authentication settingsfrom one MFP to one or multiple similar MFPs.

Solution
This procedure can be used to Copy Biometric User Authentication data from one C451/C550/C650 MFP to one or multiple similar devices.
(This procedure could also befollowed to Copy non-Biometric Authentication information from one MFP, to one or multiple similar devices.

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(Please see attached document for detailed instructions with screenshots)

The following isthe procedure to copy User Authentication settings from one (1) MFP to different MFP's using PageScope Data Administrator (PSDA). Settings copied include: User name, Password, email address and user Biometric profile. Multiple similar devices could also be Copied to at the same time.
1. From the PSDA main window tool bar select "Processing/Copy"
2. From the "Copy Collectively" window click the "Authentication" radio button and select Next.
3. Select the desired "Source" machine and click "Select". This is the MFP storing the desired user information to be copied. Click "Next" to continue.
Select the desired destination MFP or multiple MFP's and click "Select". Click Next to continue.
4. PSDA will then initiate communication to selected MFP's to determine status and availability to prepare the copy process. You will see the import status within the "Status" window.
5. Once the process is complete select "Start" to begin the "Copy" process.
6. Upon completion of writing the data to the selected MFP you will see "Normal End" displayed in the Processing Result field.
7. Select Finish to complete the Copy process.
8. T he selected MFP's now contain all User name, Password, email address and user Biometric profile.

Solution ID TAUS0702810EN* **Solution Usage** 3

Description

Unable to transmit TX a fax, job is listed in the fax job list for redialing.

Solution

CAUSE: The Hard DiskDrive (HDD) in set to Not Installed.

SOLUTION: Set the Hard DiskDrive using the following procedure:
1.Enter Tech Rep mode.
2. Select System 2.
3. Select HDD.
4. Select Installed.
5. Exit Tech Rep mode and cyclemachine power.

Solution ID TAUS0634060EN* **Solution Usage** 2

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0646511EN* **Solution Usage** 2

Description

How to change the default settings for the Copy Mode.

Solution

To specify the default settings of the Copy Mode, perform the following:
1. Press the [Copy] key on the copier operation panel to enter the Copy Mode.
2. Select the setting to make the default value in the Copy Mode.
3. Press the [Utility/Counter] key.
4. Touch the [User Setting] key.
5. Touch the [Initial Setting] key.
6. Touch [Current Setting] followed by [OK].
7. Touch [Close] twice to exit.
Note: The default settings of the Copy Mode can be set to factory default by touching [Factory Default].

Solution ID TAUS0647475EN* **Solution Usage** 2

Description

Scan to E-mails are sent as multiple files or multiple E-mails.

Solution

PROBABLE CAUSES:
1. Binary division is set to a size that is small enough that all E-mails are divided.
Disable binary division, perform the following:
a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
b. Enter the administrator password (default is 12345678).
c. Select network setting followed by E-mail setting.

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d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
e. Exit after making the changes.

2. Max Mail Size is set to a size that is small enough that all E-mails are divided.
Disable Max Mail Size, perform the following:
a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
b. Enter the administrator password (default is 12345678).
c. Select network setting followed by E-mail setting.
d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
e. Exit after making the changes.

3. File Type is set to Single page.
Set the File Type setting to Multi page. To change the File Type setting perform the following:
a. Press the Scan button on the operation panel.
b. Select Scan setting.
c. Select File Type.
d. Select Multi Page to have the entire sent as a single file
e. Select Single Page to create a file for each page scanned. For double sided scans, a file is created for every two pages scanned.
Note: JPEGs will always send as separate emails. Only PDFs and TIFFs can be sent as multiple pages.

4. The HDD is not set or has become corrupt and needs to be formatted.
Set and format the HDD in Tech Rep mode.

Solution ID TAUS0647737EN* **Solution Usage** 2

Description
How to reset a trouble code.

Solution
To reset a trouble code power the machine OFF/ON using the main switch while pressing the Utility key, then follow the LCD prompts.

Solution ID TAUS0648635EN* **Solution Usage** 2

Description
How to do the manual bypass paper size adjustment.

Solution
To set the maximum and minimum widths for the manual bypass paper tray, perform the following:
1. From the Service Mode select [Machine].
2. Select [Manual Bypass Tray Adjustment].
3. Separate the side guides by 301mm. Note: There are 25.4mm to an inch.
4. Press the Start key and check to see that the results are [OK].
5. Select [Min. Width].
6. Separate the bypass side guides by 89mm.
7. Press the Start key and check to see that the results are [OK].

Solution ID TAUS0649594EN* **Solution Usage** 2

Description
Unable to print, PING, or browse to machine.

Solution
CAUSE: TCP/IP is set to OFF.

SOLUTION: Toenable TCP/IP, perform the following:
1. Enter the Utility Mode by pressing the Utility/Counter key.
2. Select [2. Administrator Setting].
3. Enter the Administrator password and select [OK].
4. Select [5. Network Setting].
5. Select [1. TCP/IP Setting].
6. Select [ON] under the TCP/IP Setting.

Solution ID TAUS0651223EN* **Solution Usage** 2

Description
Passwords for Authentication/Account track must be 8 digits.

Solution

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CAUSE: Security password rules are enabled.

SOLUTION: Set the security password rules to OFF. To set the security password rules to OFF, perform the following:
1. Press Details.
2. Select Administrator Setting and enter the password.
3. Choose Security Setting.
4. Choose Security Details.
5. Set Password Rules to Off
6. Press Close 4 times to exit.

Solution ID TAUS0651817EN* **Solution Usage** 2

Description

What environments are supported for PC (SMB) scanning?

Solution

The following environments are supported/not supportedfor PC (SMB) scanning:
1. Supported environment:
a. Connection to file sharing server in broadcast domain.
b. SMB (TCP/IP) shared folder of Microsoft® Windows 98/ME/NT4/2K/XP.
c. Samba 2.0 / 3.0 environments (i.e., Linux and Macintosh® OS X)
Note : Version A7 firmware or higher is required and SMB signature is not supported.
2. Non-supported environment:
a. Network beyond router.
b. SMB other than TCP/IP (NetBEUI™/IPX™ are not supported).
c. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
d. User Level sharing of Microsoft® Windows 98.
e. CIFS mounting of non-Windows OS (i.e., CIFS sharing on Novell® Netware®)
Notes :
A. For additional information, refer to the Scan to SMB document.
B. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0653942EN* **Solution Usage** 2

Description

How to adjust the line monitor sound volume.

Solution

To adjust the line monitor sound volume, perform the following:
1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [3. Telephone Line Settings] on the touchscreen.
7. Touch the down-arrow two (2) times to access screen 3/3.
8. Touch [Line Monitor Sound Volume] on the touchscreen.
9. Touch [Lower] or [Higher] on the touchscreen to lower or increase the sound volume as desired.
10. Touch [OK] on the touchscreen when the desired volume has been programmed.
11. Touch [Exit] on the touchscreen to return to the normal copy mode.

Solution ID TAUS0657810EN* **Solution Usage** 2

Description

Getting .DAT files when performing scan to E-mail with Binary division ON.

Solution

CAUSE: E-mail client compatibility. Some E-mail applications will reassemble the .DAT files to the original file type (example: Outlook Express) where regular Outlook will not.

SOLUTION: When performing scan to E-mail with size limitation, Binary division set to ON, make sure the selection of SINGLE PAGE is set (not multi-page) when selecting the Scan Settings under the File Type.

Solution ID TAUS0658295EN* **Solution Usage** 2

Description

Shadows around letters only on black when copying or printing.

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Solution
CAUSE: Poor quality paper is being used.

SOLUTION: Ensure that only high quality paper designated for color copying is used.

Solution ID TAUS0658325EN* **Solution Usage** 2

Description
Howto download TrueType fonts using the Font Downloader Utility.

Solution
TrueType fonts are not supported with the Font Downloader Utility. Adobe® Type 1 PostScript™ fonts are supported.

Solution ID TAUS0700236EN* **Solution Usage** 2

Description
READY TO COPY message, but the START button is flashing ON/OFF and illuminated orange.

Solution
CAUSE: The PWB-SIF board has failed.

SOLUTION: Reseat all connectors on PWB-SIF. Replace PWB-SIF (p/n 4038-0123-03) as necessary.

Solution ID TAUS0700438EN* **Solution Usage** 2

Description
The life counter does not clear after replacing the imaging unit.

Solution
CAUSE: There is a stabilizer error on the copier.

SOLUTION: Check the control panelfor an 'oil can' icon. Press the 'oil can' to determine the stabilizer error. Correct the stabilizer error.

Solution ID TAUS0700464EN* **Solution Usage** 2

Description
Gray copies. Background on every color print or copy. The background appears to have a wavy pattern.

Solution
CAUSE: Failed Black Print Head.
Note : Gray background when printing internal test prints on every color.

SOLUTION: Replace Black Print Head (p/n 4038-0778-00 for bizhub C250) or (p/n 9J06-R727-00 for bizhub C252/C300).

Solution ID TAUS0700564EN* **Solution Usage** 2

Description
Changes made for Low Power or Sleep modes are not being applied.

Solution
CAUSE: The copier power was not cycled OFF/ON after making changes to theLow Power or Sleep mode settings.

SOLUTION: Cycle the copier power OFF/ON.

Solution ID TAUS0701567EN* **Solution Usage** 2

Description
Jams when 2-point stapling more than one set of booklets.

Solution
CAUSE: Finisher firmware problem.

SOLUTION: Re-flash the machine, including the finisher.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web

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Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701574EN* **Solution Usage** 2

Description
Is Account Tracking and User Authentication supported onMacintosh® O/S 10.4.x?

Solution
Account Tracking and User Authentication is supported onMacintosh® O/S 10.4.x. To pull up these options perform the following:
1. Open a file and select print.
2. Select Copies and Pages.
3. Select Security.
4. Select either User Authentication or Account Tracking.

Solution ID TAUS0701798EN* **Solution Usage** 2

Description
The 'From' address, when scanning to E-mail with User Authentication enabled, is indicated as the user and not as the machine.

Solution
CAUSE: User Authentication is enabled.

SOLUTION: This action is correct for a User Authentication-enabled machine.

Solution ID TAUS0701899EN* **Solution Usage** 2

Description
FS-603, finisher and Attachment kit item/part numbers.

Solution
There are 2 different item numbers available for the FS-603and thismay create confusion when ordering the finisher.
If the FS-603 (Item#7640X028)is orderedfor the bizhub C252/C252P,a kit to adapt the finisher wiring to the main body is included.
FS-603 (Item#4583712) does not contain the appropriate wiring adapter for the bizhub C252/C252P and the adapter had no part number assigned.
But now,due to the probability of orderingthe finisherwithout the included wiring adapter,a part number has beencreated foran Attachment kit(p/n 7640002566P).

Solution ID TAUS0702339EN* **Solution Usage** 2

Description
FS-514, not recognized after upgrading the firmware to version I9 (GC8-I9) .

Solution
CAUSE:The FS-514 was not at firmware version 07 (CBF-00- 007) when the main body was upgraded.

SOLUTION:Upgrade the FS-514 to version 07.
Notes :
1.The main body firmware may need to be downgraded to the previous firmware version prior to upgrading the FS-514 to version 07.
2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702436EN* **Solution Usage** 2

Description
Dim LCD.

Solution
CAUSE: No display on the control panel. Possible bad connection.

SOLUTION: To correct:
1. Re-flash the copier with current firmware.
2. Re-seat all connectors on the PSB-MFP or PWB-PRCB.
3. Replace the PWB-MFP or PWB-PRCB.
4. Flash the copier with current firmware after board replacement.
Part Number Description
4038-2414-01 PWB-MFP - C252
9J06-H003-01 PWB-MFPB - C300
9J06-0101-02 PWB-MFPB - C352

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9J06-0121-06 PWB-PRCB - C300, C352

Solution ID TAUS0702695EN* **Solution Usage** 2

Description
Unable to print and unable to print a configuration page.

Solution
CAUSE: The controller is set to OTHER.

SOLUTION: To change:
1. In the TECH REP mode select System 2 and Image Controller Settings.
2. For an external Fiery® IC-402 or IC-405 controller, set the controller number to 1.
3. For the STANDARD built-in controller the Peripheral setting would be controller 0.
Machine Peripheral Setting Controller Type
Controller 1 External Fiery controller IC-402
Controller 0 bizhub C450 Internal Standard Controller

Solution ID TAUS0702781EN* **Solution Usage** 2

Description
The copier control panel locks up whenever the Scan button is pressed. The copier must be rebooted to clear the issue.

Solution
CAUSE: Failed Hard Disk Drive (HDD).

SOLUTION: To verify:
1. In the Tech Rep mode, unset the copier HDD,reboot the copier, and press the Scan button.
2.If the control panel does not lock up, enable the HDD again and reboot the copier.
3.If pressing the Scan button causes the copier control panel to lock up again, replace the copier HDD (p/n 9J06 M700 00).

Solution ID TAUS0702798EN* **Solution Usage** 2

Description
“Firmware Update” is indicated when using the NVRAM recovery card.

Solution
CAUSE: The Clear key is not being held while powering on the MFP with the NVRAM recovery card inserted in the machine. This will cause “Firmware Update” to be displayed in the upper right hand corner of the touch panel with no other selections available.

SOLUTION: Power on the MFP while holding the Clear key until the Clear Select screen appears. This screen will allowselection ofNVRAM Initialize or NIC setting erase.

Solution ID TAUS0702930EN* **Solution Usage** 2

Description
FK-502, with the dual line fax kit, can one line be set to print and the second line set to forward to HDD?

Solution
The FK-502 dual line fax kit, at this time, does not support individual forwarding of the 2 separate fax lines.

Solution ID TAUS0642297EN* **Solution Usage** 1

Description
How to enable the Key Counter if an external counter security device (Hecon® key counter) is installed on the machine.

Solution
To enable the Key Counter for an external key counter device, perform the following:
1. Enter Service Mode.
2. Enter Billing Setting Mode by pressing the STOP button followed by the number (9) button.
3. Select Management Function Choice.
4. Select SET under the Key Counter.
5. Select the desired Color Mode and message.
6. Select END to exit.

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Solution ID TAUS0648093EN* **Solution Usage** 1

Description
How to perform crisscross sorting.

Solution
To perform crisscross sorting, perform the following:
1. Select [Finishing].
2. Select [Sort & Offset].
Note : Auto Paper Select must be turned ON.

Solution ID TAUS0648096EN* **Solution Usage** 1

Description
How to default the machine to black copies only.

Solution
To default the machine to black, perform the following:
1. Select Black on the basic screen.
2. Press the utility key.
3. Select [2. User Settings].
4. Select [3. Initial Settings].
5. Select [Current Settings].
6. Select [OK].
7. Select [Close] twice.

Solution ID TAUS0648240EN* **Solution Usage** 1

Description
How to change the count for 11x17 to two.

Solution
To enable two counts on the total counter for 11x17 paper, perform the following:
1. After entering TECH. REP. MODE, enter the Security Mode by pressing Stop and then 9.
2. Select [Counter Setting].
3. Select [Mode 2] .
4. Select [A3/11x17].
5. Select [End] and [Exit] to return to main screen.

Solution ID TAUS0648763EN* **Solution Usage** 1

Description
Unable to send TX faxes.

Solution
CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting, perform the following:
1. Access the Administrator mode.
2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.

Solution ID TAUS0649283EN* **Solution Usage** 1

Description
How to setup LDAP on a C250.

Solution
To set up LDAP on a C250, perform the following:
1. Click on Utility/Counter.
2. Administrator Setting [12345678], Click OK.
3. Click on Network Setting.
4. Click on LDAP Setting.
5. Enable LDAP to ON and Click OK.
6. Click on Setting Up LDAP.
7. Select an Empty Selection BOX.

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8. Enter LDAP Server Name.
9. Click on FWD >.
10. Enter Server IP Address. ie.- 11.11.0.2.
11. Enter Search Base. ie.- dc=kmbs, dc=local .
12. Click on FWD >.
13. Enable SSL to OFF, Port No. = 389, Port Number (SSL) = 636.
14. Click on FWD >.
15. Select Authentication Method ie.- SIMPLE.
16. Click on FWD >.
17. Select Server Authentication Method - Use Set Value.
18. Use Referral set to OFF.
19. Click on FWD >.
20. Enter Login Name ie.- user1.
21. Enter Password ie.- 1234.
22. Enter Domain Name. ie.- kmbs.local.
23. Click on OK, Close, Close, Close, Close, Close.
24. Reboot copier.

Troubleshooting Tips:
1. Ping the Server using the Copier.
2. Setup the LDAP information given using your Laptop with the Following Software's - PageScope Address Utility or Softerra* LDAP Browser 2.6.
Notes:
a. As reference, see the function settings document and How to setup LDAP Setting on MFP Device .
b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0651329EN* **Solution Usage** 1

Description
What modes can be controlled by enabling the User Authentication mode?

Solution
Themachine allows access control to copy mode, scan mode, fax mode, print mode, user box mode, print "Scan/Fax" from user box.
Also provides the ability to restrict access to color or black & white print modes and color scan mode.
Each of the listed access controls can be set up differently for each logged-in individual.

Solution ID TAUS0651562EN* **Solution Usage** 1

Description
Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution
The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0652862EN* **Solution Usage** 1

Description
When scanning to E-mail and using External Authentication, the 'From' field can be edited.

Solution
CAUSE: Restrict User Access options need to be programmed.

SOLUTION: Follow this procedure:
1. Select Utility.
2. Administrator.
3. System Settings.
4. Restrict User Access.
5. Restrict Access to Job Setting.
6. Change The Form Field set to RESTRICT.

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Solution ID TAUS0654434EN* **Solution Usage** 1

Description
FK502, fax setting tab is not available in the Administrator mode.

Solution
CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To set the Prefix/Suffix Auto setting to OFF, perform the following:
1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0654544EN* **Solution Usage** 1

Description
How to program the Copy, Fax, Scan or Scan/Fax screen as the default after system auto reset is completed.

Solution
To program theCopy, Fax, Scan or Scan/Faxscreen as the default after system auto reset is completed, perform the following:
1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1. System Setting] on the touchscreen.
6. Touch [9. Reset Setting] on the touchscreen.
7. Touch [1. System Auto Reset] on the touchscreen.
8. Touch [Copy], [Scan], [Fax] or [Scan/Fax]under the Priority Mode selection heading.
   Note : [Scan/Fax]selection on the bizhub C451/C550 rather than [Fax] and[Scan]
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0656907EN* **Solution Usage** 1

Description
Utility/Counter key not working and cannot enterTech Rep mode.

Solution
CAUSE:
The machine firmware is corrupt.

SOLUTION:
1. Re-flash the machine with most current firmware.
2. Check that the correct firmware installed on the128MB CF Card.

Solution ID TAUS0658084EN* **Solution Usage** 1

Description
Error message "Memory is full" when scanning to FTP or SMB using the standard controller.

Solution
CAUSE:Fax memory is installed, but the fax PWBhas beenremoved.

SOLUTION: Remove the fax memory from the copier.

Solution ID TAUS0658262EN* **Solution Usage** 1

Description
Unable to Transmit a fax.

Solution
CAUSE: Incorrect settings.

SOLUTION: In the Administrator mode, select the following:
1. Fax Setting.
2. Telephone Line Settings.

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3. Dialing Method should be set to PB.
4. Press the Close tab 4 times.
5. Reboot the copier.

Solution ID TAUS0700212EN* **Solution Usage** 1

Description
"Now Warming Up" message.

Solution
CAUSE: There is a bent pin on the copier-to-scanner interface cable.
Note : The fuser unit is hot andthe scanner does not run the shading adjustment.

SOLUTION: Using needle-nose pliers, straighten the bent pin. Also confirm the holes on the female side are round and not elongated.

Solution ID TAUS0700244EN* **Solution Usage** 1

Description
How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution
To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700509EN* **Solution Usage** 1

Description
PLEASE INSTALL THE IMAGING UNIT CORRECTLY, AND CLOSE ALL DOORS message with a new setup.

Solution
CAUSE: Incorrect imaging units were installed. It is easy to confuse the imaging units that come with new machines because the box containing the units is virtually identical between thebizhub C252 and bizhub C352.

SOLUTION: Install the correct imaging units.

Solution ID TAUS0700579EN* **Solution Usage** 1

Description
Intermittent CFE07 codes.

Solution
CAUSE: Low level firmware.

SOLUTION: Upgrade firmware level to Phase 3 or higher.

Solution ID TAUS0700764EN* **Solution Usage** 1

Description
Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution
Refer toattached Bulletin #5806 for the details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0700771EN* **Solution Usage** 1

Description
FK-502, how to change the transmit report to print without an image.

Solution
To change the transmit report to print without an image, perform the following:
1. Enter the Tech Rep mode.

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2. Select Fax.
3. Select List Output.
4. Under TX Result Report select Without Image.

Solution ID TAUS0700776EN* **Solution Usage** 1

Description
FK502, transmitted faxes are reduced.

Solution
CAUSE: The fax user settings are corrupt.

SOLUTION: Perform the following procedure to resolve the problem:
1.Press the Fax key.
2.Press Utility/Counter key.
3.Press User Settings.
4.Press Initial Settings.
5.Select Factory and press OK.

Solution ID TAUS0701193EN* **Solution Usage** 1

Description
WEB PAGE CAN NOT BE DISPLAYED message using Microsoft® Windows Vista™. Unable to browse to the NIC, but able to print and to PING.

Solution
CAUSE: Incorrect Proxy setting.

SOLUTION: Possible incorrect settings within the Proxy Server. To check and see if the TCP/IP address for the controller is set for Exceptions for browsing out to it, check the following:
1. Select TOOLS and INTERNET OPTIONS.
2. Select the CONNECTIONS tab.
3. Select LAN Settings.
4. Select PROXY SERVER.
5. Check to make sure that both USE PROXY SERVER FOR YOUR LAN and BYPASS PROXY SERVER FOR LOCAL ADDRESS is checked off.
6. Select the ADVANCED button, and put in the TCP/IP address in the EXCEPTIONS (example 11.11.x). The'x' is for all TCP/IP addresses that start with that prefix.

Solution ID TAUS0701199EN* **Solution Usage** 1

Description
How to enable legal size booklet making.

Solution
To enable and set up the machine for legal size booklets from the standard controller perform the attached instructions contained in Bulletin 5264.
Notes :
1. Current firmware will also allow for legal size booklet making providing switch 21 is set to01 as stated in the bulletin.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701206EN* **Solution Usage** 1

Description
Color registration is off on the trail edge of 11x17 paper only.

Solution
CAUSE: The fuser speed needs adjustment.

SOLUTION: To adjust the fuser speed,perform the following:
1.EnterTech Rep mode.
2. Select Machine.
3. Select Fusing Transport Speed.
4. Adjust the settings/data as needed.

Solution ID TAUS0701232EN* **Solution Usage** 1

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Description

Does the Adobe® PostScript driver support PC faxing?

Solution

The Adobe® PostScript driver does not support PC faxing.

Solution ID TAUS0701269EN* **Solution Usage** 1

Description

C-C152 at power up, the counters display as 0 and the operation panel display is in Japanese.

Solution

CAUSE: Main body firmware is corrupt.

SOLUTION: Flash or re-flash the firmware to the latest level.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701280EN* **Solution Usage** 1

Description

Cannot write on to the CF card using the Firmware Imaging Tool.

May encounter aRead Block 003 when attempting to rewrite the CF card.

Solution

CAUSE: The CF card has been formatted using the Firmware Imaging Tool.

SOLUTION:
1. Do not format the CF card using the Firmware Imaging Tool. Just write on top of the previous data. Refer to the following illustrations.
a. Just browse to the location of the extracted downloaded files and select the drive letter where assigned to theCF card.
b. When ready, clickWrite.
2. An alternative is to use another CF card.
3.To get the the present already-formatted card working again, perform the procedures for installing the data on to the card using the CYGWIN Utility. (S ee the Service Manual for the appropriate MFP model.)

Solution ID TAUS0701434EN* **Solution Usage** 1

Description

FK-502, how to route Incoming Faxes to an E-mail address.

Solution

To have Faxes received to an E-mail address, perform the following:
1. Access the Administrator mode.
2. Select [Fax Settings].
3. Select [Function Settings].
4. Select [Forward TX Settings].
5. Select either [Forward @ Print] or [Forward @ print (if TX fails)].
6. Select [Select From Address Book].
7. Select [E-mail].
8. Select the desired E-mail address from the menu and return to the main copy screen.
Note : Scan to E-mail must be set up first.

Solution ID TAUS0701473EN* **Solution Usage** 1

Description

How to calibrate print color with the standard controller.

Solution

Print quality calibration with the standard controller is completed by performing gradation on the copier.

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Solution ID TAUS0701581EN* **Solution Usage** 1

Description
SERVER DISK FULL, is indicated on the operation panel when scanning and sending large jobs via E-mail.

Solution
CAUSE: Machine memory is corrupt and the max out time needs to be increased.

SOLUTION: Perform a Data Clear:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear.
Also browse to the NIC, enter Admin modeand set the connection timeout for E-mail to 300 seconds.

Solution ID TAUS0701636EN* **Solution Usage** 1

Description
Item number for the wiring harness required to connect an external key counter.

Solution
Wiring harnessneeded to connect the machine to an external key counter(Item #4623472).

Solution ID TAUS0701863EN* **Solution Usage** 1

Description
PageScope Data Administrator 3.0.3 does not allow for the import of SMB information from a .csv or .txt file.

Solution
CAUSE:Special versionof PageScope Data Administrator required.

SOLUTION: Install PageScope Data Administrator version 3.0.5.17091 (special application for SMB Sending Address Import Function).
Notes :
1. Restrictions :Only supports the same models and firmware levels as the current version 3.0.3 and does not support newer models or firmware levels that 3.0.6 or abovedoes.
2.Before installing this version UNINSTALL the standard version of PageScope Data Administrator if it is previously installed on the same PC.
3.Other than the added SMB function, the functionality is the same as PageScope Data Administrator 3.0.3.
4. This special SMB version is available only to those who specifically request it. Contact the SSD Hotline if experiencing the SMB import issue and request PageScope Data Administrator version 3.0.5.17091.

Solution ID TAUS0701975EN* **Solution Usage** 1

Description
Streaks of one color from lead-to-trail.

Solution
CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/couplingfits into the back of the machine.

Solution ID TAUS0702084EN* **Solution Usage** 1

Description
DF601, MISSFEED DETECTED REMOVE MISSFEED AT CIRCLE message after feeding an original onto the platen glass. The feed tires drop down twice.

Solution
CAUSE: The RADF empty detect sensor (PC4-DF) lever is not properly positioned within the RADF empty detect sensor.

SOLUTION: Inspect the position of the RADF empty detect sensor lever. Ensure the lever is not damaged or sticking in the raised position. Replace the lever (p/n 4582-3013-01) as necessary.

Solution ID TAUS0702091EN* **Solution Usage** 1

Description
Is fax image data stored on the fax memory DIMM?

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Solution

The fax memory DIMM is used as a work area for data other than the image data.
Note : The lithium battery is not used to backup the image data; fax TX/RX document data is stored on the hard disk and cannot be deleted even if the main power switch is turned OFF.

Solution ID TAUS0702190EN* **Solution Usage** 1

Description

When sending or receiving a fax, the control panel indicates there is an incoming or outgoing fax and does not allow the user to copy off the platen glass until the fax operation is complete.

Solution

CAUSE: The Fax Rx or Fax Tx Active screen is set to ON.

SOLUTION: In the Utility mode, select the following:
1. User Setting.
2. Display Setting.
3. Fax Active Screen.
4. Set the Tx Display and the Rx Display to OFF.
5. Press Closefour timesto exit the mode.

Solution ID TAUS0702395EN* **Solution Usage** 1

Description

P21 with black background.

Solution

CAUSE: Possible defective Print Head Unit (p/n 4039R72300).

SOLUTION: Swapthe Print Heads to verify which is the defective unit andreplace as necessary.

Solution ID TAUS0702460EN* **Solution Usage** 1

Description

ML-501, why, when fax fowarding, doesthe fax foward through both phone lines?

Solution

This is normal operation.Just one line cannot be selectedfor fax fowarding.

Solution ID TAUS0702756EN* **Solution Usage** 1

Description

How to prevent the machine from going into "sleep" mode.

Solution

If the Sleep modeis disabled, the Sleep mode OFF selection will not be available.
From the Administrator mode select:
1. System setting.
2. Power settings.
3. Sleep mode settings.
4. Select OFF.

If the [OFF] button is not displayed, perform the following:
1. Access the service mode and selectSystem1 => No Sleep => Permit => End.
2. Exit and return to step 1 to turnOFF the Sleep Mode.

Solution ID TAUS0702827EN* **Solution Usage** 1

Description

Copying duplex originals, the original exits before the second side can be scanned.

Solution

CAUSE: Failed exit solenoid (SL2-DF).

SOLUTION: Replace the Exit Solenoid (p/n 9J06 M200 00) in the document feeder.
SPECIAL NOTE : Solution provided by David Hansen, KMBS/Seattle.

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Solution ID TAUS0702886EN* **Solution Usage** 1

Description

When receiving a fax that is forwarded to an E-mail address, the time in the E-mail message header is incorrect. Checking the copier, thedate\timeverifies thatit is correct.

Solution

CAUSE: The Time Zone setting is incorrect.

SOLUTION: To adjust the Time Zone, perform the following steps:
1. Press Utility.
2. Select Administrator.
3. Select System Setting.
4. Select Date/Time Setting.
5. Set the Time Zone to make up the difference between the copier clock and the E-mail server clock. Press OK to save the setting.
6. Press Close 3 times to exit the menu.

Solution ID TAUS0702888EN* **Solution Usage** 1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702947EN* **Solution Usage** 1

Description

When sending afax from the FK-502 to a HP9120fax machine or Olivetti® MFP machine, d-Color MF260, the line remains connected.

Solution

cause: HPV.34 protocol orFK-502 settings/firmware.

SOLUTION: Prior to upgrading the firmware (if necessary), set V.34 = OFF when sending afax to the HP9120 Faxor Olivetti®d-Color MF260:
1. Inserting the fax number directly on the fax display

If sending a FAX inserting directly the fax number on the fax display, set the “V.34” protocol OFF by performing the following setting:
FAX Button => Common Setting => Line Setting => “V.34 OFF”, and then press the OK button twice.

2. Storing the fax Number in the Address Book

When adding a new contact to the Address Book via the Web Interface, perform the following setting:
Enter the TCP/IP address of the machine within the browser => Scan => Address Book => New Redistration => Abbr. Dial => Next => Insert User Name and Destination => Select “V.34 OFF” = ON => Apply.
If adding a new contact via product keyboard, perform the following steps:
Utility/Counter => One Touch Registration => FAX => Address Book => Address Dial => New => Insert User Name and FAX Number => Line Setting => Select “V.34 OFF” (this button must be highlighted in blue) => click twice the OK button.
Performing the above-mentioned setting when creating a new Contact causes the FK-502 to disable the “V.34” protocol for this Contact only.
When sending a fax to another Contact without to having set “V.34” OFF, the machine again uses the “V.34” protocol.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0800980EN* **Solution Usage** 1

Description

Copy Protection Utility and device setup.

Solution

The latest Copy Protection Utility can be downloaded viathe Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Pleaserefer to the attached ReadMe files prior to installation and use.
The attached Copy Protection Utility User's Guide covers the following:

Specifying and editing copy protection settings
- Copy protection patterns used by a device (multifunctional product) can be specified and changed.
- Specified data can be imported as palette files (*.cpf, *.xml).

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- Specified data can be exported as palette files (*.xml).
- Character settings files (*.ctf) created with Copy Protection Utility version 1 can also be imported.

Specifying and editing stamp settings
- Stamp patterns used by a device (multifunctional product) can be specified and changed.
- Specified data can be imported as palette files (*.cpf, *.xml).
- Specified data can be exported as palette files (*.xml).

Also attached is the Device Set-Up User's Guide which covers the following:

Device Registration

Network Initial Setting

Export/Import of the Device list

Function Access Restriction File Settings

Group Settings

LDAP Server Access Settings

Display Option Settings

Displaying the Help

Displaying the version information

Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0653647EN* **Solution Usage** 0

Description

FK-502, how to program the default paper tray for Incoming Fax.

Solution

To program a default paper tray to print received faxes, perform the following:
1. Select Utility/Counter.
2. Select Administrator Setting.
3. Select Fax Setting.
4. Select TX/ RX Setting.
5. Highlight Tray selection for RX Print.
6. Select the paper tray by selecting the Prev. or Next button to choose Tray 1, Tray 2 or Tray 3.
7. Press Close.

Solution ID TAUS0657562EN* **Solution Usage** 0

Description

LCD display is in Japanese

Solution

SOLUTION:

1. Power on the machine.
2. Press Utility
3. Press 2 on the keypad
4. Press 1 on the keypad
5. Press 1 on the keypad
6. Select the 1 st choice on the LCD panel (upper left box).
7. Press OK.
8. Power machine Off/On.

Solution ID TAUS0658367EN* **Solution Usage** 0

Description

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Unable to send or receive with no dial tone. There is a dial tone with a phone or fax. Able to send or receive with another Fax.

Solution

CAUSE: Damaged NCU board.

SOLUTION: Replace the NCU board (p/n 15LB-9020)

Solution ID TAUS0700835EN* **Solution Usage** 0

Description

Print jobs do not print when vendor mode is enabled.

Solution

CAUSE: Incorrect firmware level.

SOLUTION: The firmware that enables this functionis GCV-H6. This firmware can be downloaded using the Konica Minolta Download Selector Tool located at:

http://onyxftp.mykonicaminolta.com/Download/

Solution ID TAUS0701088EN* **Solution Usage** 0

Description

FS-603 is not being recognized.

Solution

CAUSE: FS-603 motor M6 (p/n 4583506401) drive belt is to tight causing fuse F3 on PU1 power supply to open.

SOLUTION: Perform the shift motor belt tension adjustment (see attached document).
Notes :
1. Check for any other open fuses on PU1 and replace as necessary.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0701121EN* **Solution Usage** 0

Description

“Please Insert Correct Imaging Unit” message will not clear from the copier control panel.

Solution

CAUSE: The incorrect IU was installed in the copier.

SOLUTION: TurnOFF the main power to the copier, insert the correct IU, and turnON the main power.

Solution ID TAUS0701238EN* **Solution Usage** 0

Description

How to perform criss crosssorting without a finisher installed.

Solution

Toset up criss crosssorting without a finisher installed, perform the following:
1. Press the Utility key.
2. Press the User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.
5. Press Auto Tray Select. Select the trays that contain 8.5x11 and 8.5x11R and press OK.
6. Press Auto Tray Switch and select ALLOW and then OK.
7. Press #4 No Matching Paper in Tray Setting and select Switch Trays. Press OK.
8. Press close 4 times to return to the default LCD screen.
9. Press the Paper Icon on the operation panel.
10. Press Auto Paper

Solution ID TAUS0701272EN* **Solution Usage** 0

Description

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Unable to print via the standard controller. Can PING and browse the NIC.

Solution

CAUSE: The memory is scrambled or corrupt.

SOLUTION: Perform a Data Clear by performing the following procedure:
1. Enter the Tech Rep Mode by pressing the Utility Key and then enter Stop 00, Stop 01.
2. Press System 1.
3. Press Initialization and then Data Clear.

Note: Prior to performing the Data Clear, export the address book. Upon completing the Data Clear reinstall the hard drive, the TCP/IP address and import the address book.

Solution ID TAUS0701293EN* **Solution Usage** 0

Description

No display and the start button is amber.

Solution

CAUSE: The FK-502 is installed in the incorrect slot.

SOLUTION: Install the FK-502 in the rear-most slot.

Solution ID TAUS0701372EN* **Solution Usage** 0

Description

C-0204 at power up.

Solution

CAUSE: A piece of paper has gotten stuck behind the tray.

SOLUTION: Remove the tray and look for paper in the connector for the tray.

Solution ID TAUS0701436EN* **Solution Usage** 0

Description

FK-502, unable to fax. The fax screen cannot be accessed on the operation panel.

Solution

CAUSE: User Authentication accounts are enabled; the fax function permission is set to restrict for the current user.

SOLUTION: Set the user account to allow for fax. To configure an individual user account, perform the following:
1. Enter Administrator mode.
2. Select [User Authentication/Account Track].
3. Select [User Authentication].
4. Select [User Registration].
5. Select the user account to be modified.
6. Select [Function Permission].
7. Select [Allow] for Fax.
8. Exit the Administrator mode.

Solution ID TAUS0701568EN* **Solution Usage** 0

Description

LDAP does not function after upgrading firmware.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Download the latest firmware version and re-flash the machine.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701573EN* **Solution Usage** 0

Description

'Warming up' message and the fuser lamps are cycling.

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Solution

CAUSE: The copier-to-scanner interface cable has a loose connection.

SOLUTION: Reseat the copier-to-scanner interface cable.

Solution ID TAUS0702113EN* **Solution Usage** 0

Description

How to set up Scan to SMB for a Microsoft® Windows Vista™ workstation.

Solution

Please perform the step-by-step procedures for the specified modelasoutlined in the attached documents.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702566EN* **Solution Usage** 0

Description

Part number for 128MB CF card.

Solution

The 128MB CF card (p/n 7760-4036-01).

Solution ID TAUS0702792EN* **Solution Usage** 0

Description

How to set up pass through printing when a coin-op is installed.

Solution

To set up pass through printing with a coin-op installed, perform the following:
1. Install the special pass through printing firmware (bizhub C250/C352/C450= GCV-H5; bizhub C252/C300/C351= GCV-H6).
2. Enter Service Mode.
3. Select System 2.
4. Select Software Switch Settings.
5. Set Switch no. to 39.
6. Bit Assignment to 00000000.
7. Change the Hex Assignment to 01 and select Fix.
8. Return to main screen.

With the machine set this way, if vendor 1 is enabled, pass through printing will occur.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0646439EN* **Solution Usage**

Description

FK502, How to change the number of busy redials.

Solution

To increase the redials (0-7), perform the following:
1. Enter the Service Mode.
To enter the Service mode, perform the following:
a. Press Utility/Counter
b. Press Details
c. Press Stop, 0, 0, Stop, 0, 1
d. Select Fax].
3. Select [Function Parameter Setting].
4. Select address 000b0001 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
5. Select the data and enter a value using the binary numbers. The decimal equivalent is displayed to the right.
6. When the address and value have been set, select [Decision].
7. Select [End].

Solution ID TAUS0646523EN* **Solution Usage**

Description

How to select Secure Print.

Solution

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To select Secure Print, perform the following:
1. Click File, Print, and Properties.
2. On the Setup Tab click on the Output Method drop down and select Secure Print.
3. Enter the user ID and Password in the dialog box that appears.
4. Say O.K. and then Print.
5. To retrieve the document from the machine, touch the BOX button on the operation panel followed by [System User Box], and then [Secured Document Box] in Box mode of the machine. After entering the user ID and Password, the document is available and can be printed.
Note : For further details on the box functions of this machine, refer to the C450 User's Guide [Box Operations].

Solution ID TAUS0647215EN* **Solution Usage**

Description
Poor Fusing.

Solution
CAUSE: Fuser pressure levers are in the Envelope position (down).

SOULTION: Move the fuser pressure levers to the Normal position (up).

Solution ID TAUS0648352EN* **Solution Usage**

Description
When the utility/counter button is selected, only the Check Consumable Life indicating selector button is there, One-Touch registration, User Setting, and Administrator Settings are missing.

Solution
CAUSE: The machine is busy performing a function in the background that is not displayed such as transferring a scan or waiting to dial a fax.

SOLUTION: Check under job list to determine what function is being performed. Jobs can be deleted or wait until the function is performed.

Solution ID TAUS0648370EN* **Solution Usage**

Description
How to set up scanning via the optional USB port.

Solution
Scanning is not supported via the USB port. Only network scanning via an Ethernet connection is supported.

Solution ID TAUS0648511EN* **Solution Usage**

Description
Copies from the glass or through the document feeder are skewed.

Solution
CAUSE: The mirrors in the optics are out of position. SOLUTION: Perform the focus and scanner position adjustments in the mechanical adjustment section of the Field Service Manual. Note: Before performing this adjustment, ensure that the skew is not a paper skew or CCD skew. To test for paper skew, perform the following: 1. Open the front door and actuate the door interlock to run the machine with the door left open. 2. Pull the black charge cleaner (blue rod) approximately half way out. 3. Run a copy with white paper on the glass. This will produce a white copy with a black band from lead-to-trail. If the black band is not straight on the paper, the paper is skewed. To test the CCD, perform the following: 1. Remove the glass and the black CCD cover. 2. Place a piece of black tape across the middle of the CCD and reinstall the cover and glass. 3. Copy a white piece of paper. The band produced by the tape should be straight on the paper.

Solution ID TAUS0648662EN* **Solution Usage**

Description
How to make a signature booklet onto 8.5x11R paper.

Solution
To make a signature booklet onto 8.5x11R paper, make these settings in either the PS or PCL drivers.
1. Select Booklet Left Bind
2. Select Center Staple & Fold
3. Select 5.5x8.5 as the Output Paper Size

Solution ID TAUS0649176EN* **Solution Usage**

Description

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How to change the default scan file name.

Solution

To change the scan file name perform the following:

1. Select the Scan tab.
2. Select the Mode button.
3. Select E-Mail Settings.
4. Select File Name.
5. Press the Delete button to delete each character in the default name.
6. Enter a new file name.
7. Select OK.

Solution ID TAUS0655608EN* **Solution Usage**

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.
Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0656721EN* **Solution Usage**

Description

How to perform the HDD R/W check.

Solution

To perform the HDD R/W check, perform the following:
1. Press the Utility/Counter.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirmation] on the touchscreen.
5. Touch [Memory/HDD Adj.] on the touchscreen.
6. Touch the down-arrow on the lower left corner of the touchscreen and scroll to the second screen.
7. Touch [HDD R/W Check] on the touchscreen.
8. Press the START key, which will initiate the hard disk R/W check sequence and will be terminated automatically. This test is used to confirm that the HDD is connected properly, and if read/write operation of the hard disk is correctly performed.
9. The check result will be displayed as [OK] or [NG].
10. Touch [End] on the touchscreen.
11. Touch [Exit] on the touchscreen.

Solution ID TAUS0657537EN* **Solution Usage**

Description

The File Type button in the Scan mode displays the following: '!'.

Solution

CAUSE: The machine needs to be restored to Factory Default.

SOLUTION: To restore the machine to Factory Default, perform the following for each tab, i.e., Copy, Scan, Fax (if applicable):
1. Press the Utility key.
2. Select [User Setting].
3. Select [Initial Setting].
4. Select [Factory Default].
5. Select [OK], [Close], [Close] to return to the basis screen.
6. Power OFF the machine using the main switch so that all power is removed from the machine. Wait 10 seconds and power themachine ON.

Solution ID TAUS0657542EN* **Solution Usage**

Description

"Log In" error when scanning multiple pages to E-mail with the standard controller.

Solution

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CAUSE: Binary division is set to ON.
SOLUTION: In the Admin mode, select Network\E-Mail Setting\E-Mail Tx. Set Binary Division to OFF.

Solution ID TAUS0658198EN* **Solution Usage**

Description
In Quark Express for Windows the Print Description option is greyed out.

Solution
CAUSE: Only the Windows PCL driver is installed.

SOLUTION: Quark Express requires the PostScript driver to be installed, then the Printer Description option will be available.

Solution ID TAUS0658355EN* **Solution Usage**

Description
Jamex® compatibility.

Solution
The VK-501 Vendor Kit Interface is required for connection to Jamex® coin/card vending solution.
Note :This isspecified in the bizhub C252 Specification & Installation Guide.

Solution ID TAUS0658377EN* **Solution Usage**

Description
CD010 after performing a physical format to correct a hard drive error.

Solution
CAUSE: Hard drive requires the logical format to be usable.

SOLUTION: Perform a logical format on the hard drive.

Solution ID TAUS0700070EN* **Solution Usage**

Description
How to program the lead edge erase.

Solution
To program the lead edge erase, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Machine] on the touchscreen.
5. Touch [Lead Edge Erase Adjustment] on the touchscreen.
6. Touch the desired lead edge erase width [4mm], [5mm], or [7mm].
7. Touch [End] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0700072EN* **Solution Usage**

Description
How to print the meter count list.

Solution
To print the meter count list, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Touch [Print] on the touchscreen. Select paper size from 8.5x11 to 11x17 then press the START key.
4. Touch [Close] on the touchscreen.
5. Touch [Close] on the touchscreen.
6. Touch [Exit] on the touchscreen.

Solution ID TAUS0700076EN* **Solution Usage**

Description
How to adjust the monochrome density.

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Solution

To adjust the monochrome density, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Imaging Process Adjustment] on the touchscreen.
5. Touch [Monochrome Density Adjustment] on the touchscreen.
6. Touch the left arrow on the touchscreen to lower the monochrome density or the right arrow to increase the monochrome density. The setting value can be programmed from a range of -2 to +2.
7. Touch [End] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0700134EN* **Solution Usage**

Description

Close side door message for the SD503 afterit has been removed.

Solution

CAUSE: A guide plate is not installed.

SOLUTION: Remove the Creasing Unit and install the original guide plate that was removed prior to installing the Creasing Unit.

Solution ID TAUS0700139EN* **Solution Usage**

Description

Where is the PWB-SIF on the wiring diagram?

Solution

The wiring diagram refers to PWB-SIF as the Relay Board (REYB) located at 16W on the grid.

Solution ID TAUS0700287EN* **Solution Usage**

Description

Receive timeout error when performing scan to E-mail with F5™ BIG-IP® device between the E-mail server and the engine.

Solution

The followingare troubleshooting steps usedfor scan to E-mailwith a F5™ BIG-IP® device in front of the E-mail server:
1. Verify the workstationon the same subnet with the engine was able to send E-mail via the F5™ device.
2. Check the network settings on the workstation. Perform the following:
   a. Click on 'Start'.
   b. Click on 'Run'
   c. Type 'Enter' and press OK.
   d. Enter 'ipconfig /all'.
   e. Make note of the Default Gateway and DNS servers listed.
3. Verify that the MFP Gateway; DNS server TCP/IP address and DNS Search List under Network Setting in Administrator mode match the workstation settings.
   IMPORTANT : The DNS settings are critical if using the F5™ hostname in the engine SMTP Server address field.
4. Verify the correct TCP/IP p ort is being used for outgoing mail.
5. Verify SMTP Authentication is not being used.
5. After steps 1 through 4 have been confirmed, reconfigure the engine to send E-mail directly to E-mail server sitting behind the F5™ device.
6. Another troubleshooting tool is performing a network capture. The following items will be needed to perform network capture:
   a. Laptop
   b. Hub (Network switch will not work because data is not to every port on the device)
   c. Two patch cables
   d. Network capture software
   e. The attached Ethereal® Users Guide for information using Ethereal® network capture software. The network capture can be used tocompare successful and unsuccessful E-mail transmissions. Ethereal® can be downloaded at: http://www.ethereal.com/download.html .

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0700410EN* **Solution Usage**

Description

When a file is sent to the printer, the control panel blanks out.

Solution

CAUSE: There is fax memory installed, but the fax PWB has been removed.

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SOLUTION: Remove the fax memory.

Solution ID TAUS0700434EN* **Solution Usage**

Description

How to set the fax default to TONE, instead of manually selecting tone or pulse at the copier or in the driver.

Solution

In order to set the fax default to TONE, perform the following:
1. Enter the Administrator mode.
2. Select #8 Fax Setting.
3. Select #3 Telephone Line Setting and set it to PB (Push Button) instead of 10pps.
4.Goback to the main screen and powerthe main switch OFF/ON.

Solution ID TAUS0700530EN* **Solution Usage**

Description

LCD goes out after about 10 seconds.

Solution

CAUSE:
PWB-MFP not working properly.

SOLUTION:
1. Reseat all the connectors on the PWB-MFP.
2. Flash the copier with current firmware.
3. Replace PWB-MFP.

Model Part Number
==========
C250 PWB-MFP 4038012106
C300 Printer Control Board 9J06012106
C352 Printer Control Board 9J06012106

Solution ID TAUS0700545EN* **Solution Usage**

Description

No display on the control panel.

Solution

CAUSE: No display on the control panel. Possible bad connection .

SOLUTION:
1. Re-flash the copier with current firmware.
2. Re-seat all connectors on the PSB-MFP or PWB-PRCB.
3. Replacethe PWB-MFP or PWB-PRCB.

Model Description Part Number
C252PWB-MFP 4038-2414-01
C300/C352PWB-PRCB 9J06-0121-06

Solution ID TAUS0700557EN* **Solution Usage**

Description

How to setup duplexed images to be centered on each other.

Solution

This is not an available option on this model. This option (Side 2drum clock adjust) is available on Production Print models such as the 8050/bizhub PRO C500.

Solution ID TAUS0700605EN* **Solution Usage**

Description

Intermittent CF023 error code.

Solution

CAUSE: Poor connections.

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SOLUTION: Reseat all connections on PWB-MFP. Also reseat all memory modules and the HDD.

Solution ID TAUS0700649EN* **Solution Usage**

Description

How to set the default subject line for scan to E-mail.

Solution

To set the default subject line for scan to E-mail, perform the following:
1. Press [Utility].
2. Select [Administrator Setting].
3. Select [One Touch Registration].
4. Select [Scan].
5. Select [Subject/Text (for E-mail)].
6. Select [Subject].
7. Select [New].
8. Select [Subject].
9. Enter the desired text for the subject using the key pad.
10. Select [OK].
11. Exit the Administrator mode.

Solution ID TAUS0700780EN* **Solution Usage**

Description

How tochange the auto reset time.

Solution

To change the auto reset time, perform the following:
1. Press the Utility key.
2. Select [1. System Setting].
3. Select [4. Reset Setting].
4. Select [System Auto Reset].
5. Set the time to OFF or increase up to 9 minutes.

Solution ID TAUS0700781EN* **Solution Usage**

Description

When scanning in black and white to PC (SMB),the file size is too large.

Solution

CAUSE: Full color is selected on the operation panel.

SOLUTION: Select Black on the operation panel via scan settings.

Solution ID TAUS0700790EN* **Solution Usage**

Description

When using theE-mail notification feature, can multiple E-mail addresses be entered?

Solution

Multiple E-mail addresses can be used with the E-mail notification feature. When adding multiple E-mail addresses, separate the addresses using a comma and no spaces.

Solution ID TAUS0700915EN* **Solution Usage**

Description

Microsoft® Windows Vista™ driver-sharing.

Solution

Attached is is a workaround for the current Microsoft® Windows Vista™ driver-sharing issue.This may change as Vista™ evolves and Service Packs are released.
The process is as follows:
Upload the "in-box" Konica Minolta Vista™ PostScript Driver from a Vista™ client PC to a Microsoft® Windows 2003 Server. Once the file is uploaded to the Server, users can find the driver on the Share and install it by the normal method. Device configurations from the Server share are preserved on the client.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0701011EN* **Solution Usage**

Description
How to program the parallel I/F setting.

Solution
To program the parallel I/F setting, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7 Printer Setting] on the touchscreen.
6. Touch [2 Parallel I/F] on the touchscreen.
7. Touch [Compatible], [Nibble], or [ECP] to enable the desired choice as the parallel I/F setting.
8. Touch [OK] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0701043EN* **Solution Usage**

Description
How to enable/disable auto zoom from the platen.

Solution
To enable/disable auto zoom from the platen, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [6 Copier Setting] on the touchscreen.
6. Touch [Auto Zoom (Platen)] on the touchscreen.
7. Touch [ON] or [OFF] as desired by the customer.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0701141EN* **Solution Usage**

Description
Is there a TWAIN driver for Macintosh® environments utilizing the standard controller?

Solution
Presently there are no TWAIN drivers for use with a Macintosh® utilizing the Emperon controller. Fiery® controllerscurrently supportTWAIN scanning.

Solution ID TAUS0701228EN* **Solution Usage**

Description
FK502, can watermarks be placed on an incoming fax?

Solution
Watermarks cannot be placed on incoming faxes.

Solution ID TAUS0701237EN* **Solution Usage**

Description
Can copy or print jobs be offset without a finisher installed?

Solution
Copy jobs or print jobs cannot be offset without a finisher installed.

Solution ID TAUS0701242EN* **Solution Usage**

Description
Part number for the PH window cleaning jig.

Solution

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PH window cleaning jig(p/n 4038208302).

Solution ID TAUS0701313EN* **Solution Usage**

Description
PageScope Box Operator is not displaying the documents in the User Box.

Solution
CAUSE: The User Box was created without a password.

SOLUTION: When creating a User Box, a password must be used in order to view and retrieve the documents usingPageScope Box Operator.

Solution ID TAUS0701354EN* **Solution Usage**

Description
Can the copier be initialized without losing the one-touch buttons stored on the copier HDD?

Solution
The one-touch buttons can be saved in one of 2 ways:
1. Use PageScope Data Administrator to back up the HDD data.
2. Turn off the HDD under System 2 of the Tech Rep mode and reboot the copier. Initialize the copier. Enable the HDD after the copier is initialized. Reboot the copier.

Solution ID TAUS0701374EN* **Solution Usage**

Description
Black smudges on copies.

Solution
CAUSE: Poor contact on the side door interlock switch.

SOLUTION: Clean and inspect side door interlock switch.

Solution ID TAUS0701469EN* **Solution Usage**

Description
How to enable/disable spooling of print jobs in the HDD before RIP.

Solution
To enable/disable spooling of print jobs in the HDD before RIP, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [6 Printer Setting] on the touchscreen.
4. Touch [1 Basic Setting] on the touchscreen.
5. Touch [Spool Print Jobs in HDD before RIP] on the touchscreen.
6. Program the desired functionality by touching [YES] or [NO] on the touchscreen.
7. Touch [Close] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0701477EN* **Solution Usage**

Description
Can the size of the scan be selected when scanning off the glass?

Solution
Control over the size of the document to be scannedis determined in the scan document settings.Press Scan, then "Scan Settings" and select the dimension size limitation of the document to scan. The normal setting for this feature is "Auto".
Note :As an example, this feature can be usedto scan an openbookif onlyneeding to scan one page of the book.

Solution ID TAUS0701545EN* **Solution Usage**

Description
FS-501 compatibility.

Solution

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The FS-501 is not compatible. The supported finishers for these models are:
MODEL FINISHER
C252FS-514,FS-603
C300/C352 FS-514

Solution ID TAUS0701577EN* **Solution Usage**

Description
Is SIP fax supported?

Solution
SIP fax is currently not supported in the U.S. market.

Solution ID TAUS0701580EN* **Solution Usage**

Description
Intermittently, when making copies, 'blacks' are coming out smudged.

Solution
CAUSE: Inferior paper is being used.

SOLUTION: Test the machine with a known brand of quality paper.

Solution ID TAUS0701622EN* **Solution Usage**

Description
FK-502, how to program the output frequency of the Activity Report.

Solution
To program output frequency of the Activity Report, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8 Fax Setting] on the touchscreen.
6. Touch [7 Report Settings] on the touchscreen.
7. Touch [Activity Report] on the touchscreen.
8. Touch [OFF], [Daily], [Every 100 comm.] or [100/Daily] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0701624EN* **Solution Usage**

Description
"Invalid Card" error message when trying to upgrade the FS-514 firmware.

Solution
CAUSE: There are 2 different versions of firmware for the FS-514 and onlyone version supports the bizhub C252.

SOLUTION: Download the correct version of firmware for the FS-514. The correct checksum is A599.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701693EN* **Solution Usage**

Description
Received faxes do not print.

Solution
CAUSE: Memory reception is enabled.

SOLUTION: To disable memory reception, perform the following:
1. Enter Admin mode.
2. Select Fax Settings.
3. Selcect Function Settings.
4. Select Memory RX.
5. Select Memory RX to OFF.

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6. Exit Admin mode.

Solution ID TAUS0701721EN* **Solution Usage**

Description

HTTP Error 503 - Service unavailable error.

Solution

CAUSE: The server is currently unable to handle the request due to a temporary overloading or maintenance of the server. The implication is that this is a temporary condition which will be alleviated after some delay. If known, the length of the delay MAY be indicated in a Retry-After header. If no Retry-After is given, the client SHOULD handle the response as it would for a 500 response.
Note : The existence of the 503 status code does not imply that aserver must use it when becoming overloaded. Some servers may wishto simply refuse the connection.
Any client (e.g.,Web browser orthe CheckUpDown robot) goes through the following cycle when it communicates witha Web server:
•Obtains a TCP/IP address from the TCP/IP name ofa site (the site URL without the leading 'http://'). This lookup (conversion of TCP/IP name to TCP/IP address) is provided by domain name servers (DNSs).
•Opens a TCP/IP socket connection to that TCP/IP address.
•Writes an HTTP data stream through that socket.
•Receives an HTTP data stream back from your Web server in response. This data stream contains status codes whose values are determined by the HTTP protocol. Parse this data stream for status codes and other useful information.
Note : This error occurs in the final step above when the client receives an HTTP status code that it recognises as '503'.

SOLUTION:Check TCP Socket Settings and enable HTTP and PageScope Web Connection.
Ensure that SNMP isON and ports are correct.Update the firmware to most current version. If the problem persists, perform a Data Clear: Service Mode =>System 1 =>Initialization =>Data Clear.Swap NVRAM from a known working copier/printer.Finally, swap/replace the PWB-MFP.
PART NUMBER MODEL ITEM
4038012106 bizhub C250 PWB-MFP
4038-2414-01 bizhub C252 PWB-MFP
9J06-0121-06 bizhub C300/C352 PWB-PRCB
4037013104 bizhub C351/C450 PWB-MFP

Solution ID TAUS0701752EN* **Solution Usage**

Description

Gradation Adjustment can not be seen in the Tech Rep mode or Admin Mode.

Solution

CAUSE:Incorrect settings.

SOLUTION:Perform the following:
1. Service Mode.
2. Imaging Process adjustment.
3. DEV. Bias Choice.
4. Select OFF and power the machine OFF/ON.

Solution ID TAUS0701873EN* **Solution Usage**

Description

PLEASE CONNECT MANAGEMENT DEVICE message on the operation panel.

Solution

CAUSE: The external key counter device is set to enabled.

SOLUTION: Disable the management function option bydisabling the Key Counter for an external key counter device:
1. Enter Service Mode.
2. Enter Billing Setting Mode by pressing the STOP button followed by the number (9) button.
3. Select Management Function Choice.
4. Select UNSET under the Key Counter.
5. Select END to exit.

Solution ID TAUS0702056EN* **Solution Usage**

Description

C-4780 error code at power up.

Solution

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CAUSE: PWB-MFP or PRCB (for bizhub C300/C352)has failed.

SOLUTION: Replace the PWB-MFP (p/n 4037013104 for bizhub C351/C450 andp/n 4038012106 for bizhub C250/C250P/C252/C252P) or PRCB (p/n 9J06012106 for bizhub C300/C352).

Solution ID TAUS0702120EN* **Solution Usage**

Description

How to print the consumable list.

Solution

To print the consumable list, perform the following:
1. Press the Utility/Counter key.
2. Touch [4 Check Consumable Life] on the touchscreen.
3. Touch [Print] on the touchscreen. Select the desired source tray from the touchscreen.
4. Press the Start key.
5. Touch [Close] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Exit] on the touchscreen.

Solution ID TAUS0702146EN* **Solution Usage**

Description

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attacheddocument for detailed information.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702148EN* **Solution Usage**

Description

C1185.

Solution

CAUSE: Finisherelevator drive malfunction. Possible firmware level issue.

SOLUTION: Load the latest finisher firmware version CBF-00-007 or above. See the attached ID-No.DLBT0700468EN00 for more information.
Notes :
1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
2.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702150EN* **Solution Usage**

Description

How to enable/disable DNS Server Auto Obtain from the touchscreen.

Solution

To enable/disable DNS Server Auto Obtain from the touchscreen, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [5 Network Setting] on the touchscreen.
6. Touch [1 TCP/IP Setting] on the touchscreen.
7. Touch [Fwd] on the touchscreen twice to access screen 3/5.
8. Under DNS Server Auto Obtain touch [Enable] or [Disable] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0702187EN* **Solution Usage**

Description

User Authentication/Account Track is grayed out in the document properties of the driver under the Basics tab.

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Solution

CAUSE: Authentication/Account Track option is disabled in the driver properties.

SOLUTION: Check to make sure that the Authentication/Account Track option is enabled as a default in the driver properties. To enable:
1. Select the Start/Settings/Printers.
2. Right-click on the driver and select properties.
3. Select the Configure tab.
4. Under the Device Option field, select the User Authentication or Account track option to be enabled.
5. Select the drop down arrow under Setting and enable the device.
6.Click Apply and OK.
Note :It is necessaryto close the application and re-open it in order for the settings to take place. These options will be defaulted to "disable" if an Acquire Device Information is performed.

Solution ID TAUS0702215EN* **Solution Usage**

Description

The account codes on a Microsoft® Windows Vista™ client are "grayed out".

Solution

CAUSE: Missing TCP/IP setting.

SOLUTION:To allow printing with account track authentication enabled, perform the following:
1. Open the driver Printer Properties.
2. Click onthe Configure tab.
3. Click the "Acquire Settings" button.
4. Select "Specify IP Address or Printer Name."
5. Enter the TCP/IP address of the bizhub C550.
Note : Ensure account tracking is selected and enabled via device options in the driver.

Solution ID TAUS0702248EN* **Solution Usage**

Description

When creating a Printer Driver Profile in iManager under iPrint task, Winsock error 11004 is encountered.The error message is: The DNS has been found in the database, but its associated data is not correct.

Solution

CAUSE: The Novell TID is inaccurate. A DNS entry of the server needs to be on the workstation running iManager.Novell has been informed.

SOLUTION: The DNS entry should look something like this:
xxx.xxx.xxx.xxx Netware65.kmbs.local Netware65
Once placed in the etc/hosts file on the workstation, the error does not occur.A restart of the workstation is not necessary.

Solution ID TAUS0702292EN* **Solution Usage**

Description

How to configure LDAP access to a Lotus® Notes server through PageScope Web Connection.

Solution

To configure:
1. Log into PageScope Web Connection as Admin.
2. Access the TCP/IP settings.
3. Ensure that TCP/IP is enabled and, if accessing the LDAP server by DNS, that DNS settings are properly configured.
4. Access the Network => LDAP Setting => LDAP Function and set to ON.
5. Access the Network => LDAP Setting => LDAP Server Registration.
6. Select to create a new LDAP Server Registration.
7. It may be necessary to specify the search base of the Lotus® Notes LDAP server. Example: O=KM Corp, C=US
8. Enter the TCP/IP address or Host name of the LDAP server.
9. Set Authentication Method if Anonymous access is not configured for LDAP access on the Lotus® Notes server.
Notes :
a. When retrieving an LDAP list from a Lotus® Notes server, several considerations may affect the ability to access LDAP.
One consideration is the version of Lotus® Notes. Later versions of Lotus® Notes allow for acquiring an LDAP listing from Active Directory while earlier versions require connecting directly to the Lotus® Notes server to retrieve an LDAP directory.
Connecting to a Lotus® Notes LDAP server may also depend on how the Administrator has configured Lotus® Notes for Authentication. Later versions of Lotus® Notes can be configured to authenticate from Active Directory or Lotus® Notes User Accounts, however, earlier versions authenticate only from Lotus® Notes User accounts.
Additionally, if Certificate Services is running, a secure login will be required.
b. Please refer to the attached document for more detail.
c. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at

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the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .

Solution ID TAUS0702298EN* **Solution Usage**

Description
Cannot authenticate to Novell® server.

Solution
CAUSE:The MFP does not allow the Admin user to authenticate to NDS.

SOLUTION:Use another user to authenticate to NDS. This user does notrequire admin rights,but mustexist and have a valid password.

Solution ID TAUS0702331EN* **Solution Usage**

Description
Characters are printed compressed together in an Advanced Function Presentation™ Data Stream (AFPDS) jobfromthe AS/400®.

Solution
CAUSE:Some documents are designed in a way that Host Print Transform (HPT) finds it difficult to transform. IBM has recognized this and has provided a solution.

SOLUTION:A new DataStream type has been created forWSCST (WorkStation Customization tables)that instructs HPT to create an image of the page instead of transformingit character-by-character.Using this method, spacing is maintained throughout the document.
Note : Attached is a general use WSCST where the tray calls are set to ATS.

Solution ID TAUS0702389EN* **Solution Usage**

Description
What is the difference between banner page and banner printing?

Solution
Banner page is basically a separator page that prints between each job. Banner printing is print onto banner size paper.

Solution ID TAUS0702396EN* **Solution Usage**

Description
What is the difference between Separate Scan and Single Page Scan when scanning to a destination via the standard controller?

Solution
When selectingSeparate Scan, this allows for the building of a document that is more then the RADF can handle, typically 50 sheets. Documents greater then 50 pages should use this function so that only one file is built and received.
When using Single Page Scan, this will break down the document into single page documents or file. If 10 pages are scanned, 10 files will be received.

Solution ID TAUS0702442EN* **Solution Usage**

Description
Missing Gradation button.

Solution
CAUSE: Dev bias choice is enabled.

SOLUTION: Go to [Service Mode]=> [Imaging Process Adjustment]=> [Dev. Bias Choice] and set it to OFF.

Solution ID TAUS0702534EN* **Solution Usage**

Description
How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution
Please perform the procedures mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702745EN* **Solution Usage**

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Description
Is the IP Scanner utility supported?

Solution
The IP Scanner utility is a legacy Minolta product and is not supported on Konica Minolta printers.

Solution ID TAUS0702806EN* **Solution Usage**

Description
Network Fax Setting button is missing from screen 2/2 of the Network Setting display.

Solution
CAUSE: The internet fax setting is set to OFF.

SOLUITON: To set the internet fax setting to ON, perform the following:
1. Press the Utility/counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 2] on the touchscreen.
5. Touch [Network Fax Settings] on the touchscreen.
6. Touch [ON] which is located next to Internet Fax on the touchscreen.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0702815EN* **Solution Usage**

Description
SD-503 was uninstalled but the machine still indicates that the SD-503 is installed.

Solution
CAUSE: TheSD-503 was not removed properly; the creasing unit still remains.

SOLUTION: Follow the installation procedures for the SD-503 in reverse order and ensure that all components are removed.

Solution ID TAUS0702890EN* **Solution Usage**

Description
Printing to a Windows Samba shared printer from a Macintosh®.

Solution
Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702898EN* **Solution Usage**

Description
Unable to make copies when machine is in the Ready mode and the Start key is green.

Solution
CAUSE: The Hard Disk Driveis causing the machine to lock up.

SOLUTION: Disable and then re-enable the hard drive by performing the following:
1. Press the Utility key.
2. Enter Tech Rep mode.
3. Select System 2.
4. Select HDD.
5. Select Not Installed.
6. Power the unit OFF/ON with the main power switch.
7. Repeat steps 1-4 to re-install the HDD.
8. Power the unit OFF/ON with the main power switch.

Solution ID TAUS0702899EN* **Solution Usage**

Description
How to check the HDD capacity.

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Solution

To check the HDD capacity, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [9 Security Setting] on the touchscreen.
6. Touch [6 HDD Setting] on the touchscreen.
7. Touch [1 Check HDD Capacity] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0702928EN* **Solution Usage**

Description

FK-502, erratic operation after a power failure.

Solution

CAUSE: The NVRAM is corrupt and the PWB-MFP may have failed.

SOLUTION: CallSSD to obtain the NVRAM recovery files and procedure. Replace the PWB-MFP if needed (p/n 4038 0121 06).

Solution ID TAUS0703001EN* **Solution Usage**

Description

The machine copies very slow and well below the rated output for black and white and color.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: Perform a data clear:
1. Browse to the NIC/Log on as Administrator/Select the Scan tab/ImportExportand back up the one-touch addresses to the desktop.
2. Enter Tech Rep mode.
3. Select System 1.
4. Select Data Clear and press start. Wait for the machine to cycle OFF/ON and for the POWER OFF MACHINE WITH THE MAIN POWER SWITCH message.
5. Import the one-touch list back to the NIC.
6. Re-install the HDD and power the machine OFF/ON.
7. Reset the Marketing area to U.S. and the target to U.S.
8. Re-install the TCP/IP address and power the machine OFF/ON.

Solution ID TAUS0703053EN* **Solution Usage**

Description

How to program a one-touch destination keyfrom the operation panel.

Solution

To program a one-touch destination keyfrom the operation panel perform the following:
1. Press the Utility key and enter the Admin Mode.
2. Press One-Touch Registration.
3. Press Scan.
4. Press Address Book.
5. Press E-mail, FTP, SMB or User Box.
6. Press New.
7. Enter Name and Address, File Path or User Box information and press OK.

Solution ID TAUS0703054EN* **Solution Usage**

Description

When pressing the SCAN key the operation panel locks up.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: Perform a data clear by using the following procedure:
1. Enter Tech Rep Mode.
2. Select System 1.
3. Select Initialization and then Data Clear and press the start key. The machine will power OFF and ON and then indicate to power the machine OFF and

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ON using the main power switch.
Note : Prior to performing a data clear, browse to the NIC and Export all the one-touch addresses as they will be deleted.
Secondly, if there are account codes or authentication being used be used these must be backed up as well using PageScope Data Administrator. After performing a data clear please resetthe following:

a. Re-enter the TCP/IP address via Network settings in Admin Mode. (Power OFF and ON).
b. Re-install the HDD in System 2/HDD via Tech Rep Mode. (Power OFF and ON).
c. Set the Fax back toUS in the Marketing area and the Fax Target to US as well.
d. Import the one-touch address list back to the machine.

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